

# CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

---

**OUTCOME STATEMENT:** Utilize on an on-going basis a quality review process that accurately measures processing performance in a way that creates a perpetual self-diagnostic and self-fixing process.

# Table of Contents

## Federal

- SNAP Timeliness: Slide 6
- SNAP Actives: Slide 7
- SNAP CAPERS: Slide 9

## Processing Status and Quantities

- Total Applications Received: Slide 12

## SNAP

- Timeliness: Slide 18
- Accuracy: Slide 27

## Child Care

- Accuracy: Slide 38

## ADC

- Accuracy: Slide 48

## LIHEAP

- Accuracy: Slide 58

## AABD

- Accuracy: Slide 65

## SSAD

- Accuracy: Slide 75

## Phone Observations

- Accuracy: Slide 87

# Quality Control Unit Overview

- QC Unit is managed by Public Health
- QC reviews Active and CAPERS Findings
- QC Specialist review cases based on state and federal regulations
- After the QC Specialist completes their review, it is re-reviewed by the QC-Payment Accuracy Specialist.
- A subsample of each month's cases are reviewed by FNS.
- SNAP actions that are reviewed by QC and the QC-PAS are:
  - SNAP Active-are reviews of the accuracy of the dollar amount each household is receiving.
  - SNAP CAPERS- are reviews of the processing status for which households were denied or terminated.
  - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

# Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures), Captivate Videos and Quizzes that are shared with the field.
  - **The most current training materials are uploaded on SharePoint under Training Tools by Topic.**
- PAS are now using the NEARS 3 v 2.2 program.
- PAS are reaching out to teams in all service areas to offer support when needed.
- Programs PAS review:
  - Supplemental Nutrition Assistance Program (SNAP)
  - SNAP Timeliness
  - Child Care
  - Aid to Dependent Children (ADC)
  - Assistance to Aged, Blind, or Disabled Payment (AABD)
  - Low-Income Home Energy Assistance Program (LIHEAP)
  - Social Services for Aged and Disabled (SSAD)
- PAS review the following Functions:
  - Interviewing
  - Processing
  - Change Management
  - Phone Observations

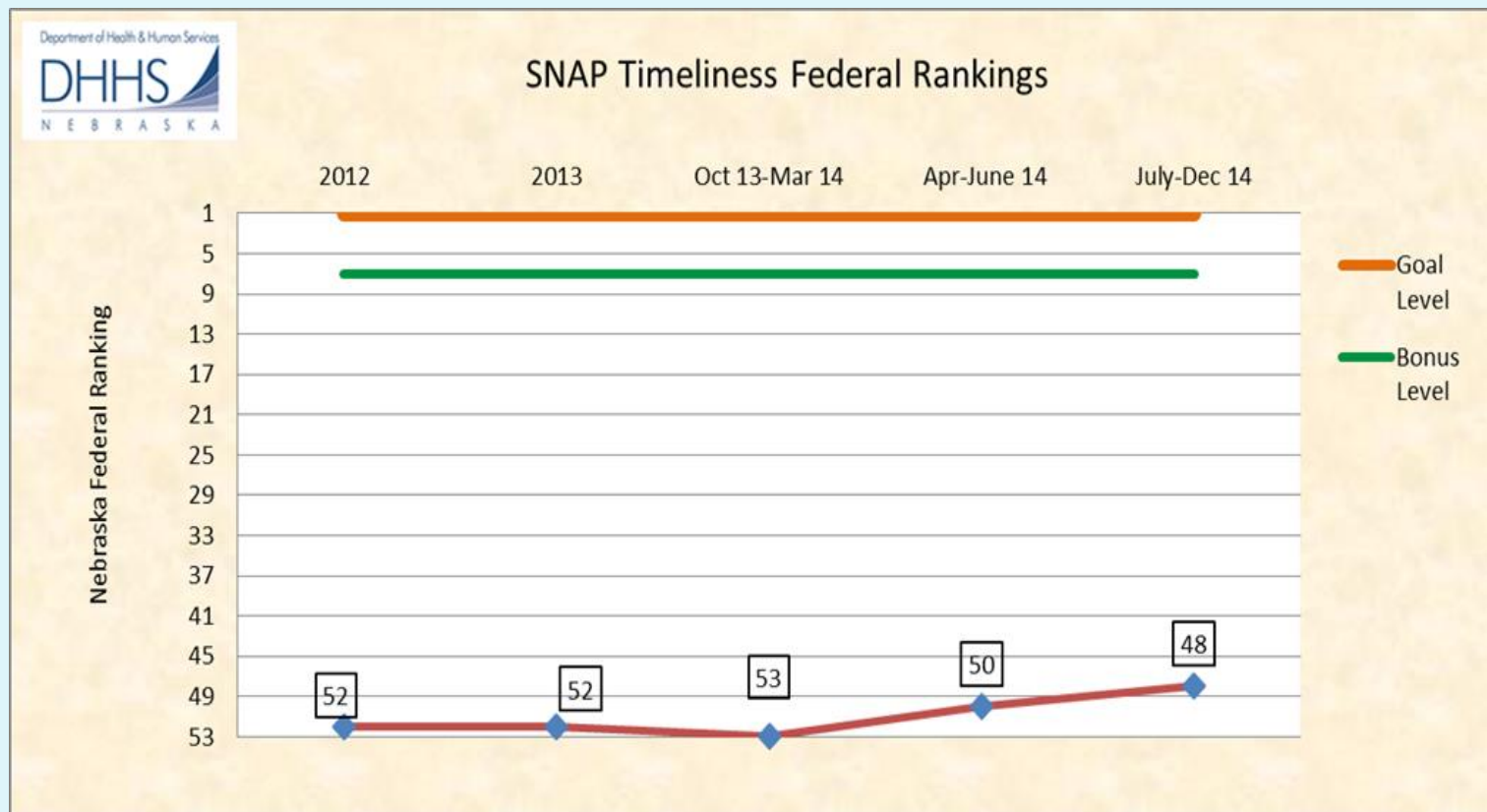


## CHAPTER 2: FEDERAL REPORTING

---

Goal Statement: Continually meet or exceed Federal Guidelines with the goal to optimize quality and realize Federal Bonus Funds

**Goal Statement:** SNAP timeliness will move towards the goal of being ranked #1 which will ensure that households will receive accurate benefits within 7 days upon receipt of application for Expedite households and by 30 days upon receipt of application for Non-Expedited households.



Quarterly 6-month timeliness report (July 2014 to December 2014)

Most Current Information Updated: 04/2015.

**Timeliness Rankings are released Quarterly.**

**Timeliness:** measured from application receipt date for when benefits are administered and in the customers hands.

## Active Findings

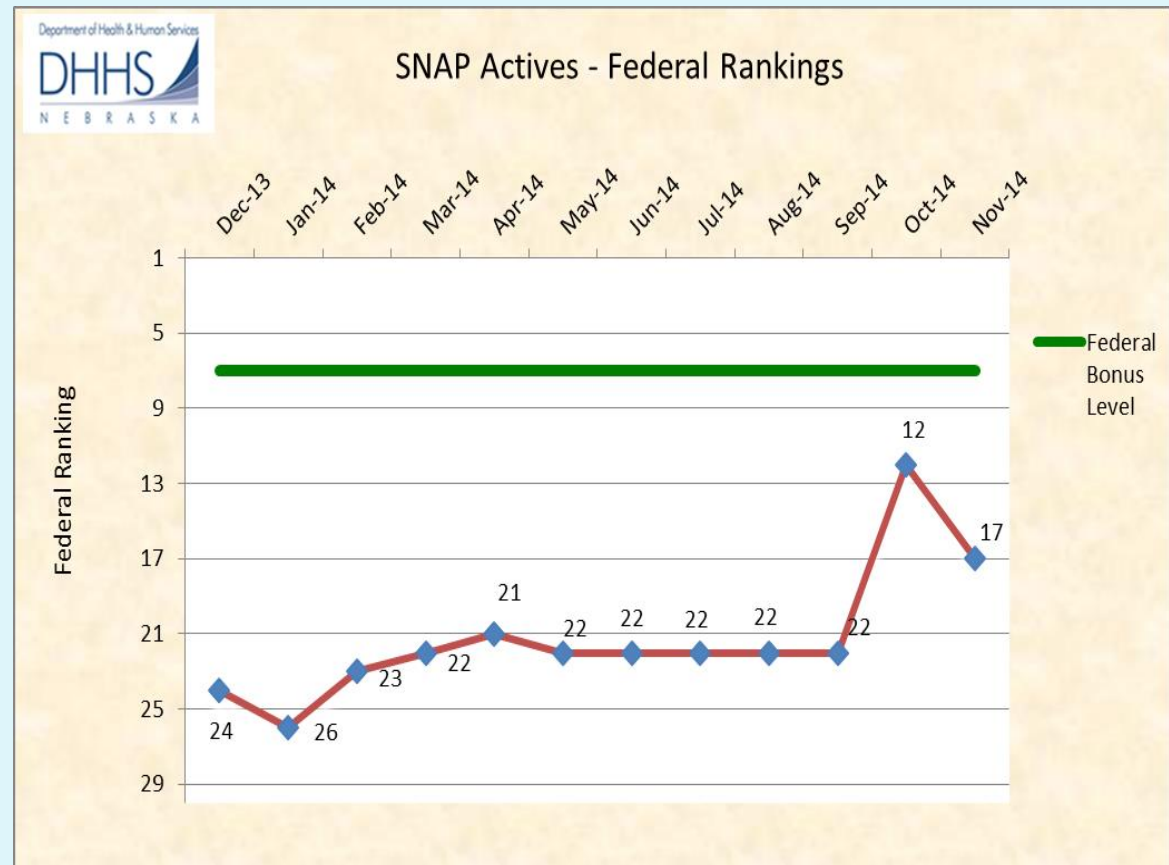
### Strengths/Accomplishments:

### Action Items:

NFOCUS: Updates to Logic for Auto TBR. This will assist with the accuracy of SNAP benefits.

### Barriers:

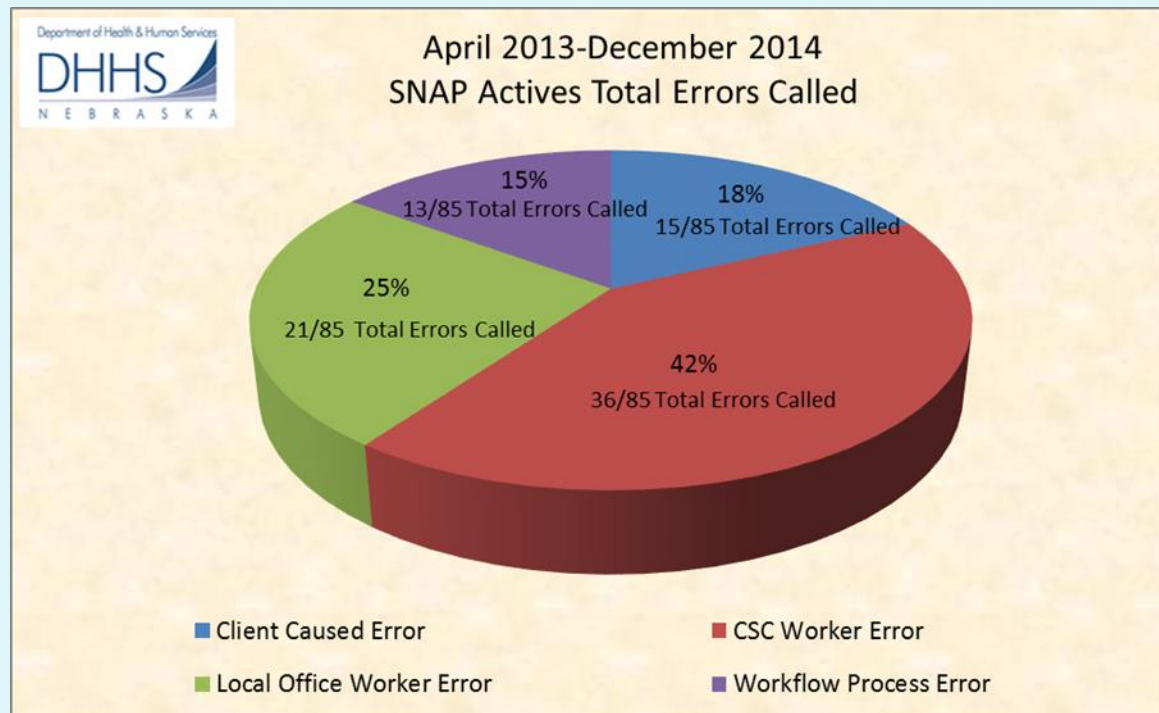
**Goal Statement:** The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 12/2013 to 12/2014.

Updated: 5/2015.

# Active Errors



## CSC Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly– 9  
Unearned Income not updated/budgeted incorrectly– 6  
Household Composition Incorrect – 9

## Local Office Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly– 7  
Unearned Income not updated/budgeted incorrectly– 5  
Shelter/Utility Expenses not updated/incorrect used in budgets - 3

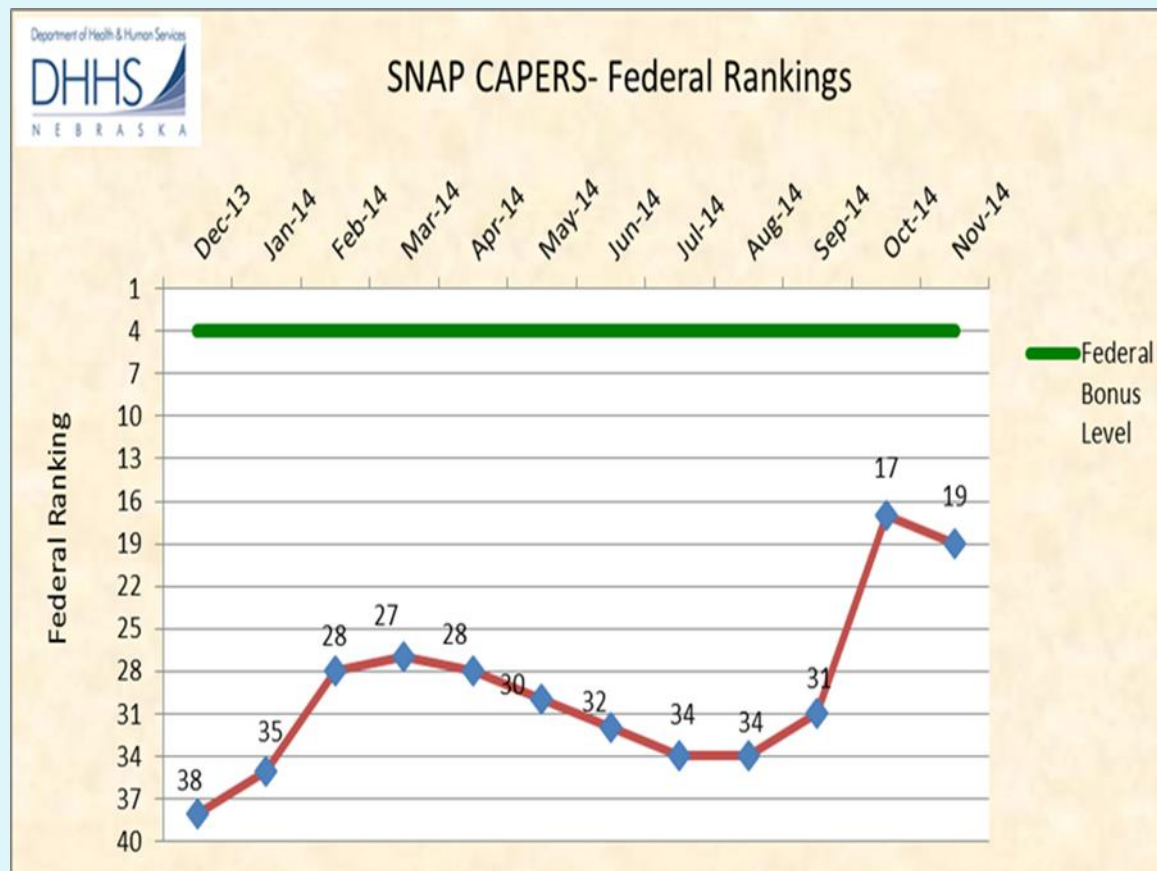
The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

## CAPERS Findings

### Strengths/Accomplishments:

### Barriers:

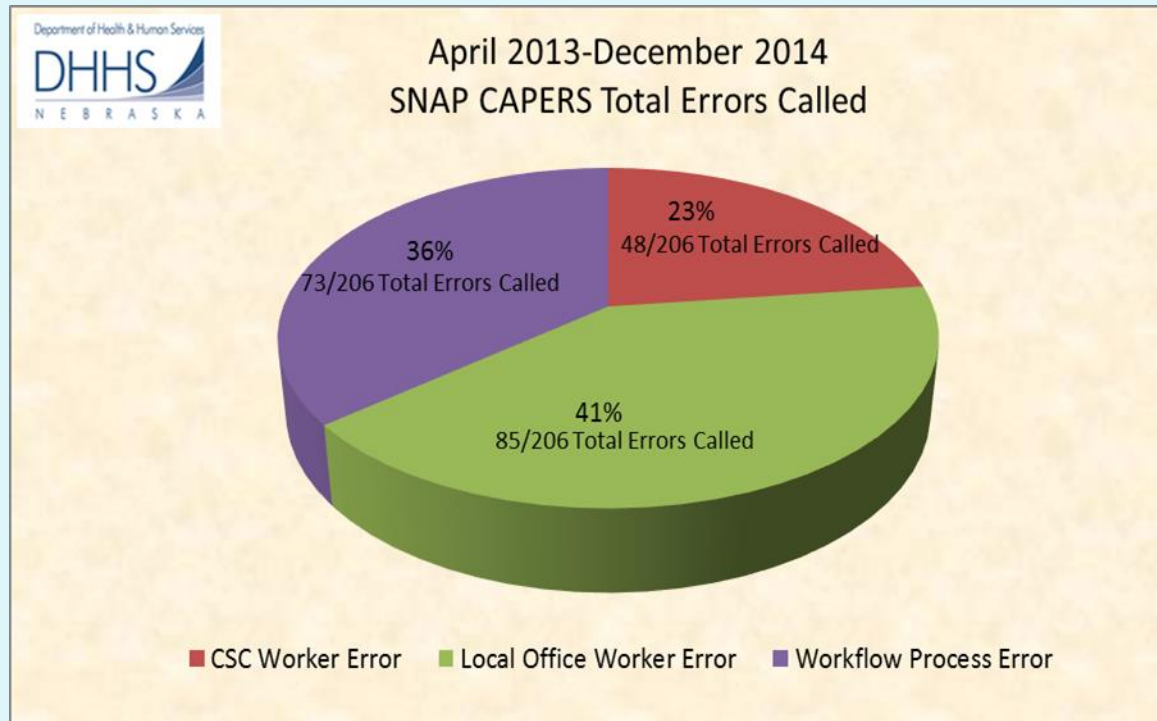
**Goal Statement:** The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.



The above chart: Shows a comparison of CAPERS rankings for 12/2013 to 12/2014.

Updated: 5/2015.

# CAPERS



## Local Office Most Frequently Cited Errors

Case denied untimely for failure to provide after day 30– 19

Incorrect denial - agency delay interview scheduled untimely– 17

Incorrect denial before day 30, missed interview/incorrect address/ not updated– 10

The above chart and cited information: Represents where the CAPERS occurred and the top errors found.

# CHAPTER 3: STATE REPORTING

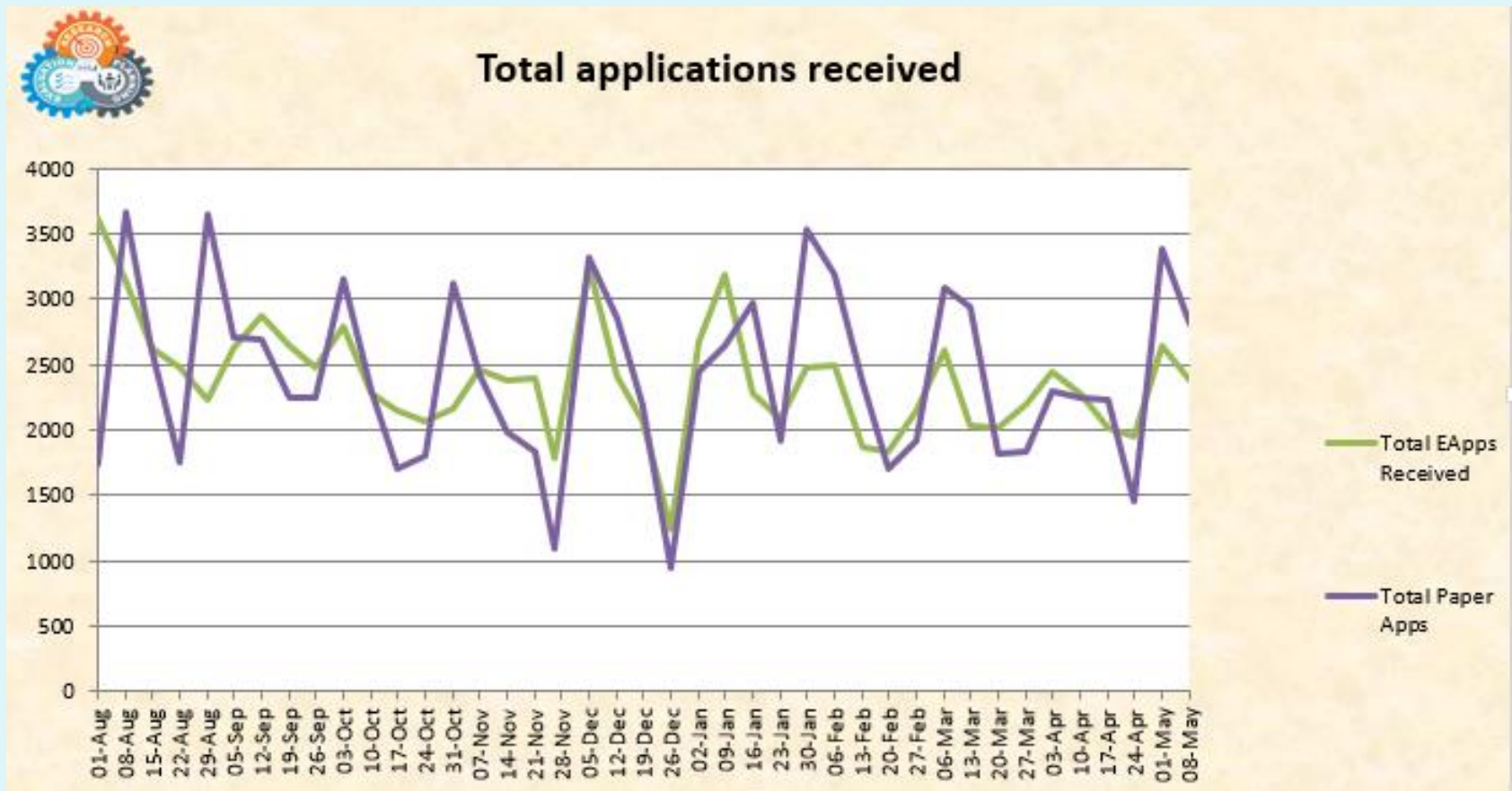
---

Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

Goal Statement: Continually review completed cases, then measure and report CFS processing performance.

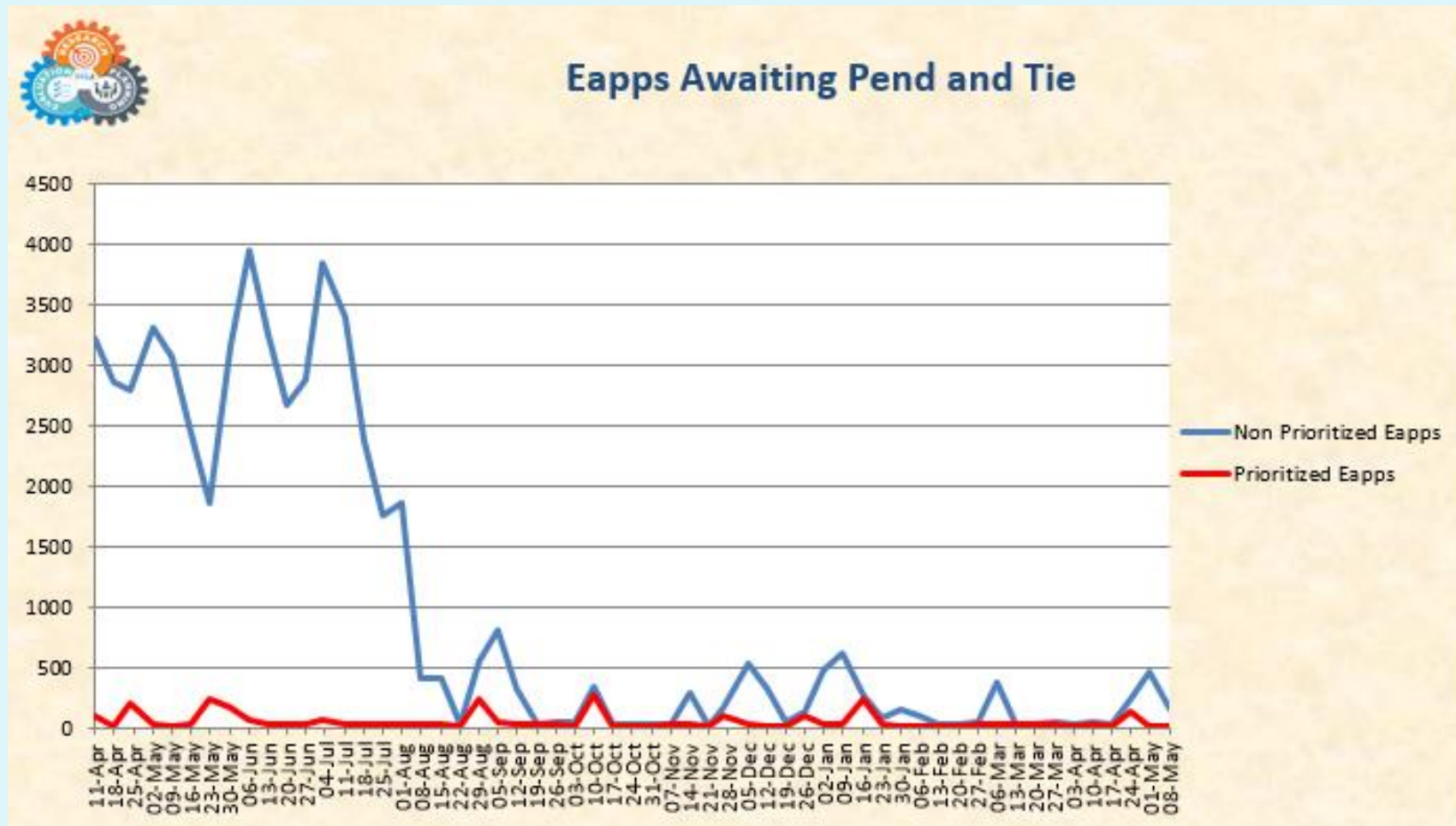


# Total Applications Received



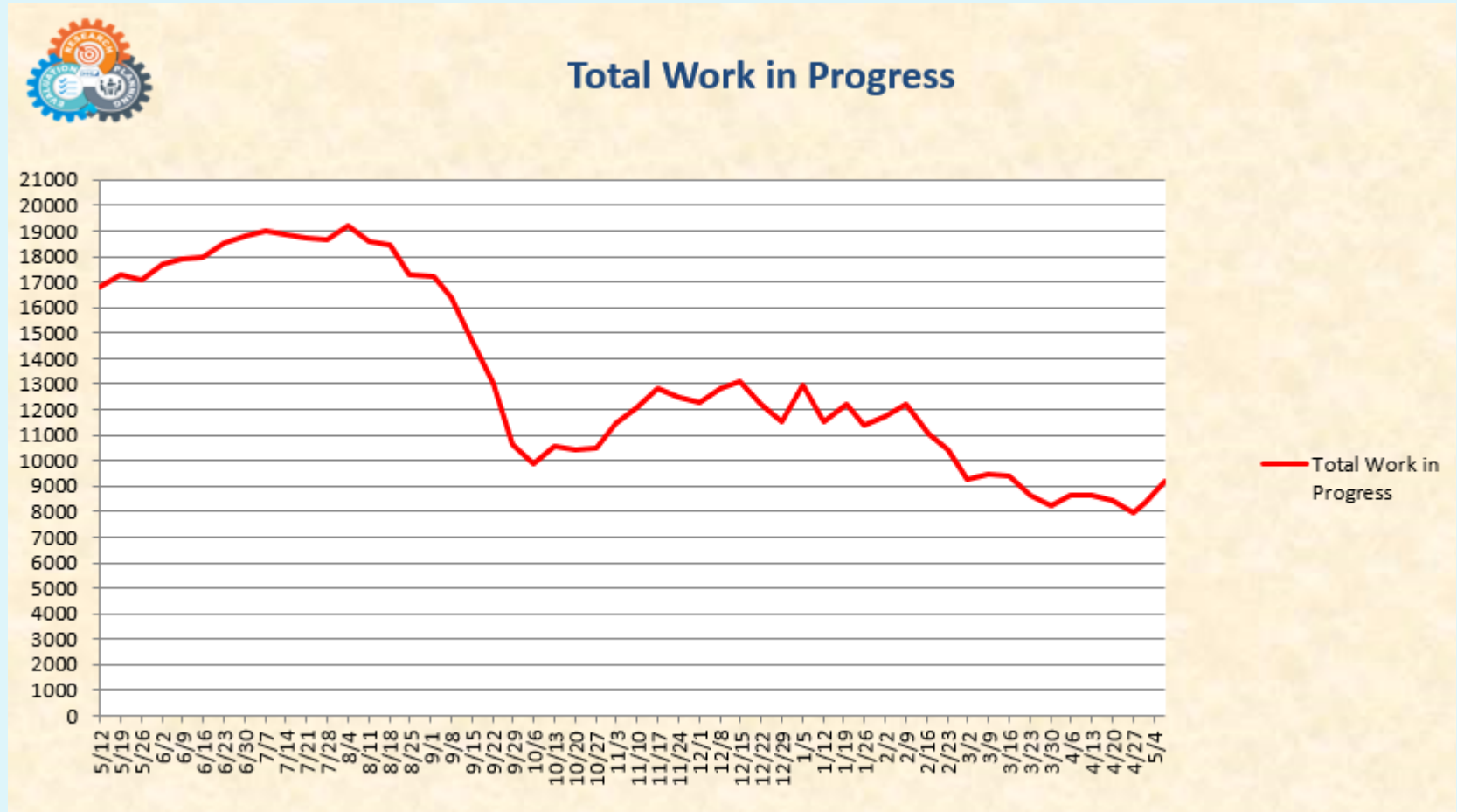


# Electronic Applications to be Tied



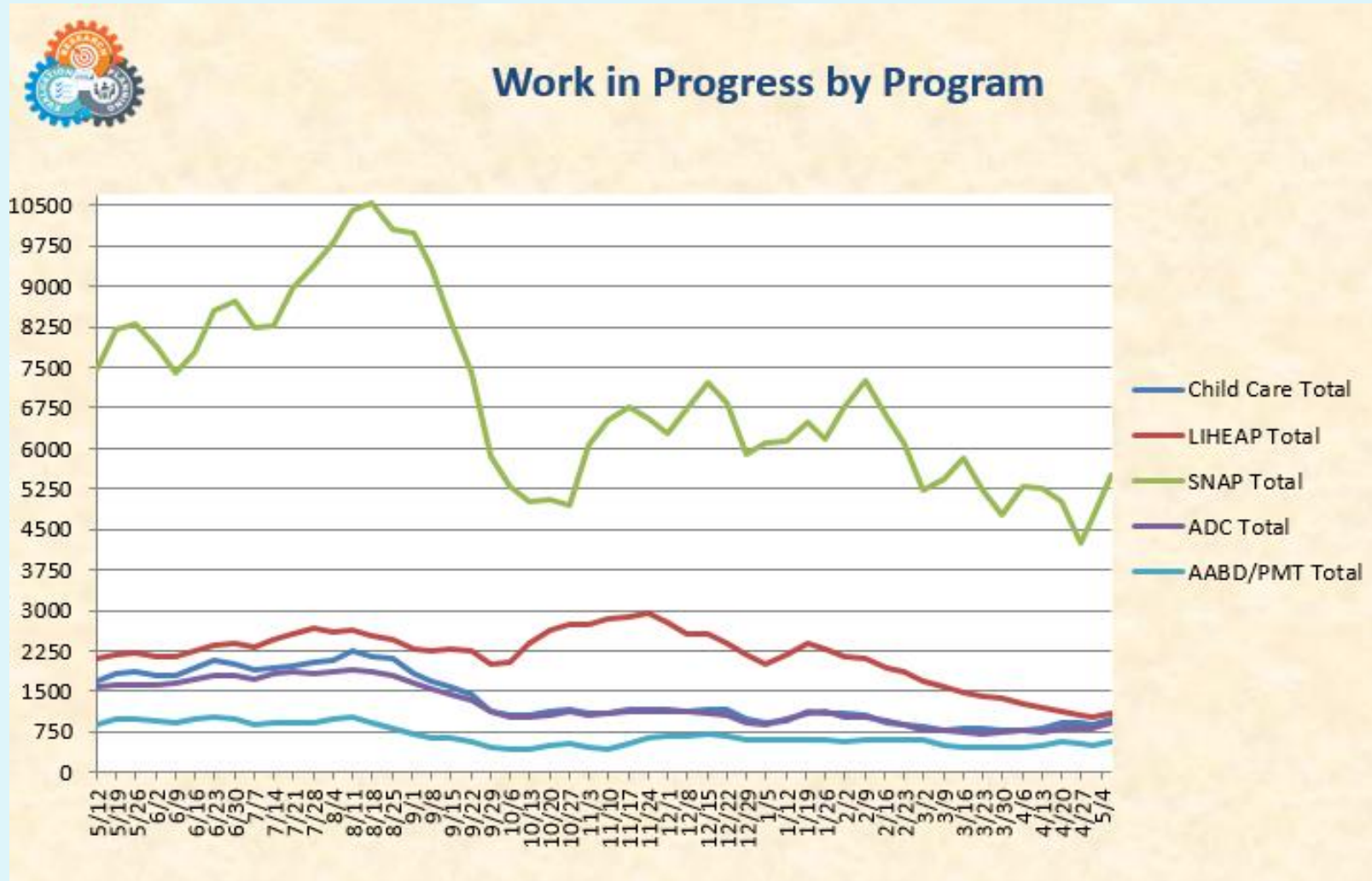
# Total Work in Progress

*Definition:* Total Work in Progress is defined as the total number of Program Cases that are in Pending status plus the total number of applications that are in the app management queue.



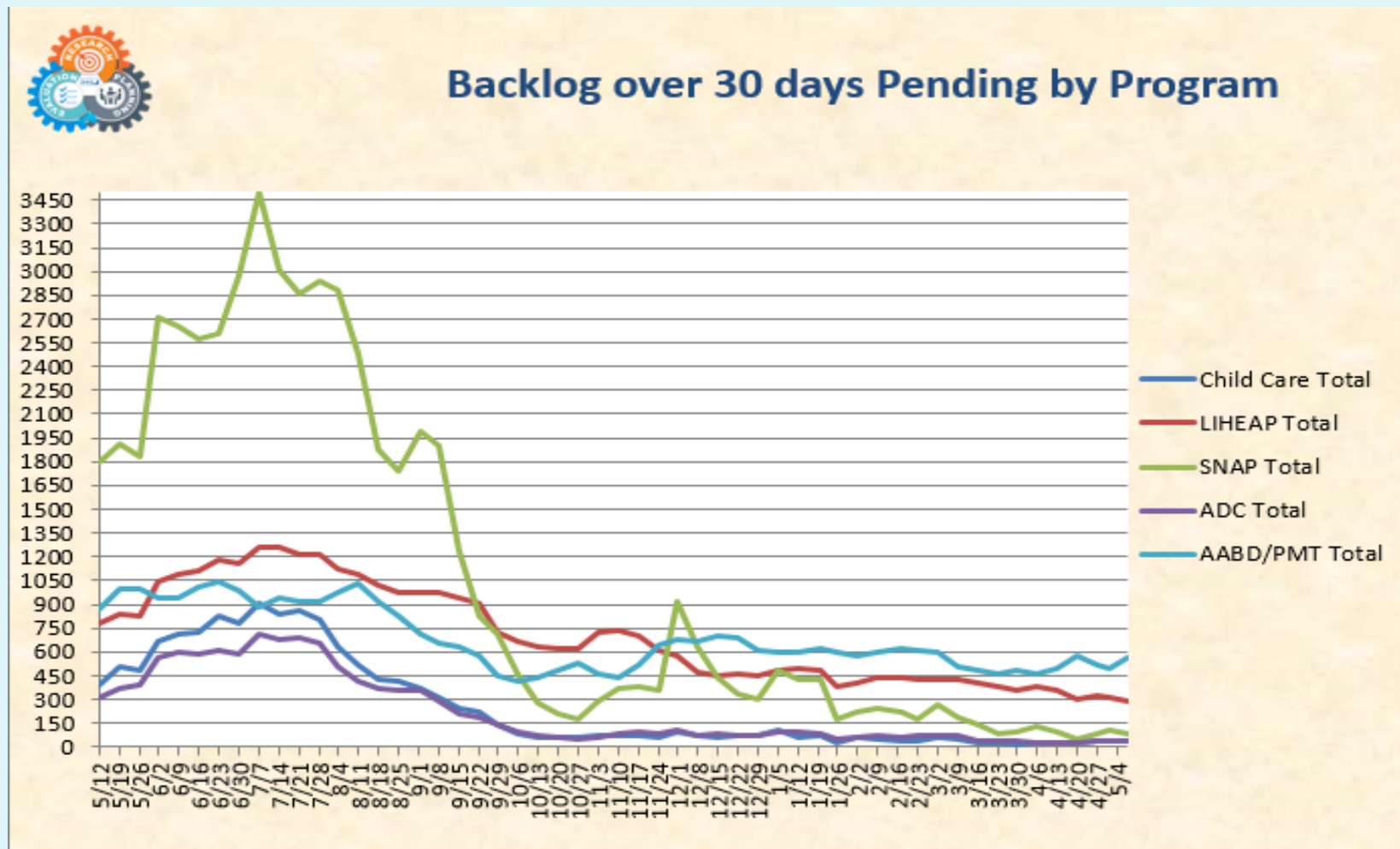
# Work in Progress by Programs

*Definition:* Work in Progress by Programs is defined as the total number of Programs that are in Pending status. Each program is represented as a line on the chart.



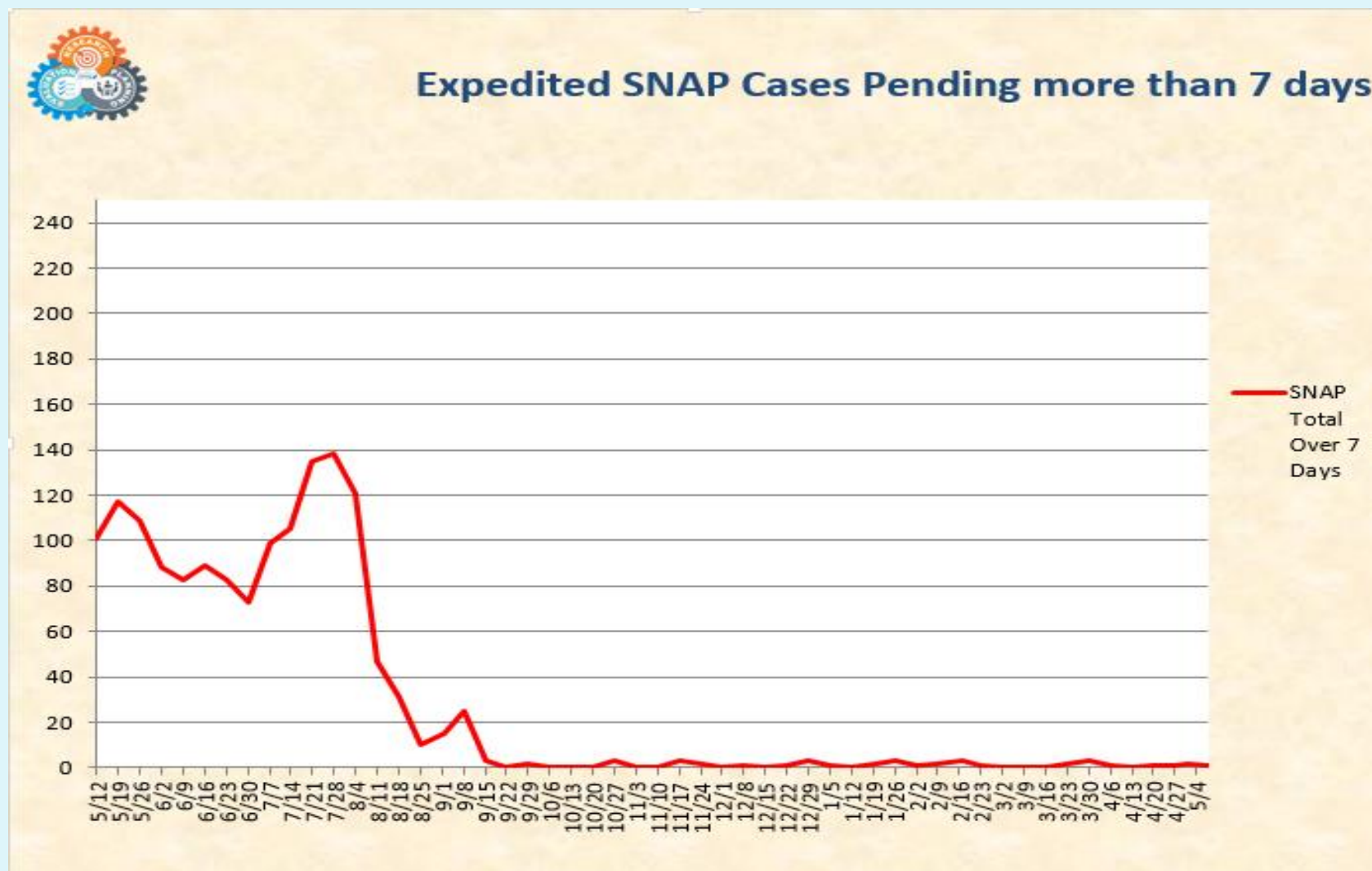
# Backlog of Pending Program Cases over 30 days

*Definition:* Backlog of Pending Program Cases over 30 days is defined as the total number of Program Cases that are in Pending status over 30 days from their application received date. 30 days pending may not mean that the case is untimely depending on program. Each program is represented as a line on the chart.



# Backlog of Program Cases

*Definition:* Backlog of Expedited SNAP cases Pending more than 7 days is defined as the total number of SNAP Program cases that have been screened as Expedited and are in Pending status over 7 days from their application received date.





## SNAP: Timeliness

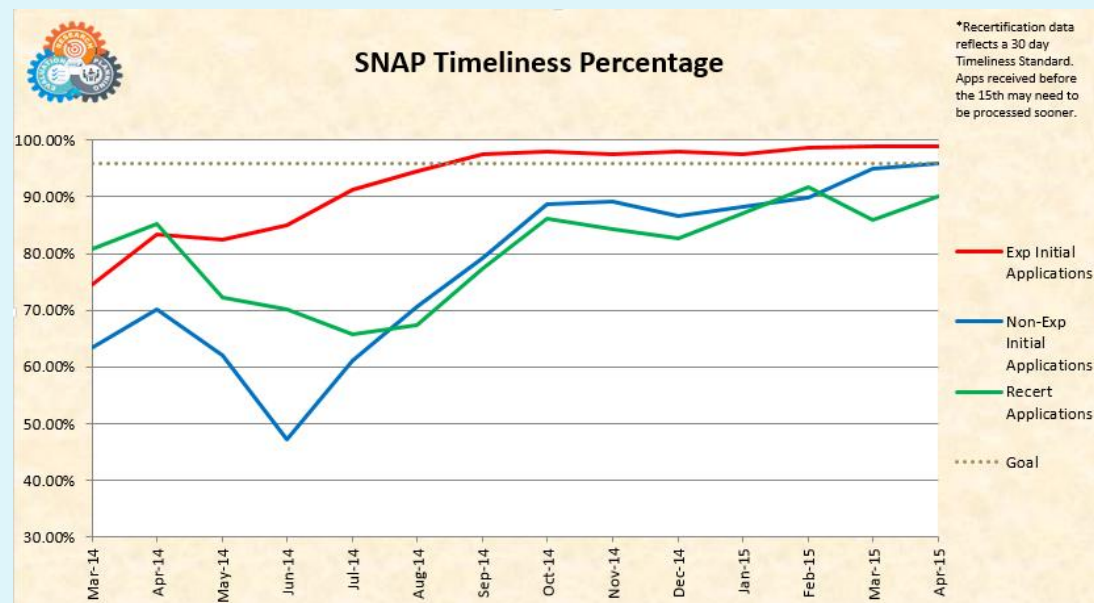
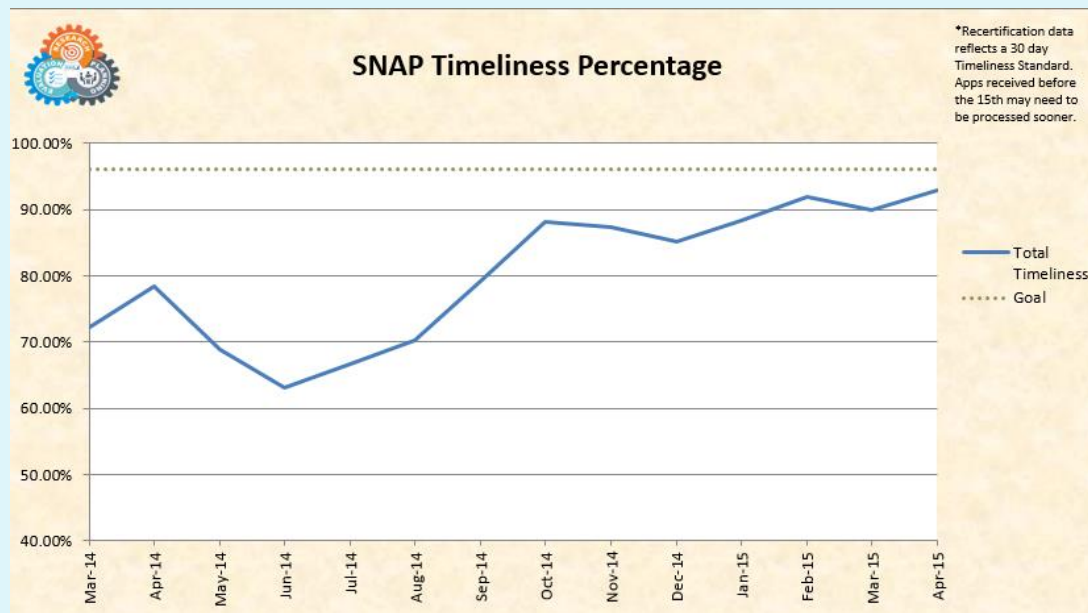
### Strengths/Accomplishments:

### Action Items:

- Sam is researching discrepancy between state and federal policy. This may affect a current coding program.

### Barriers:

- TurboTax applications are being accepted into the state according to FNS but all of the needed information is not on the application. FNS will be addressing a long term solution in the near future.



# SNAP: Timeliness

**Goal Statement:** The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.

## SNAP: Timeliness

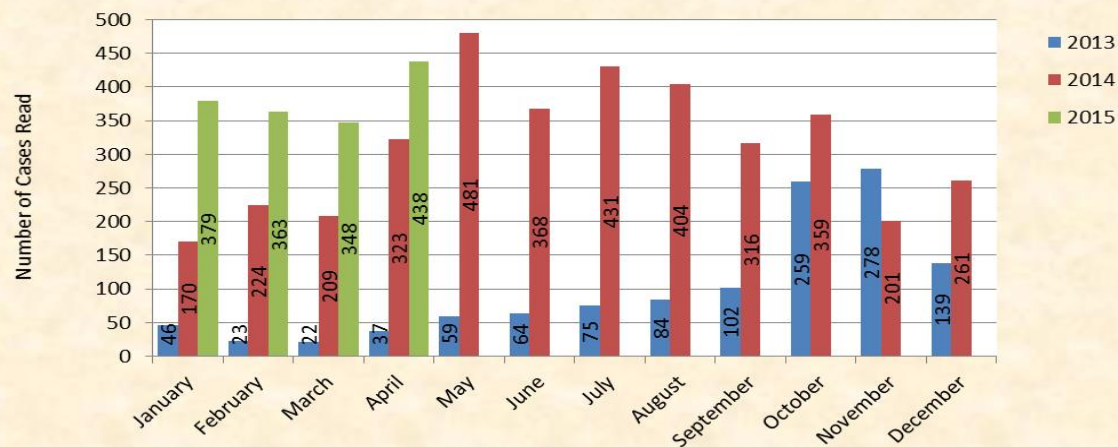
### Strengths/Accomplishments:

### Action Items:

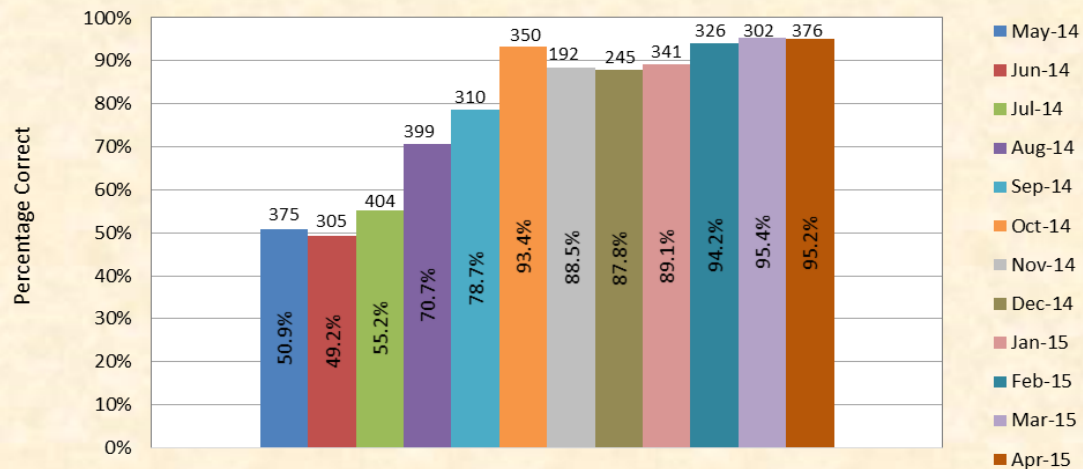
### Barriers:



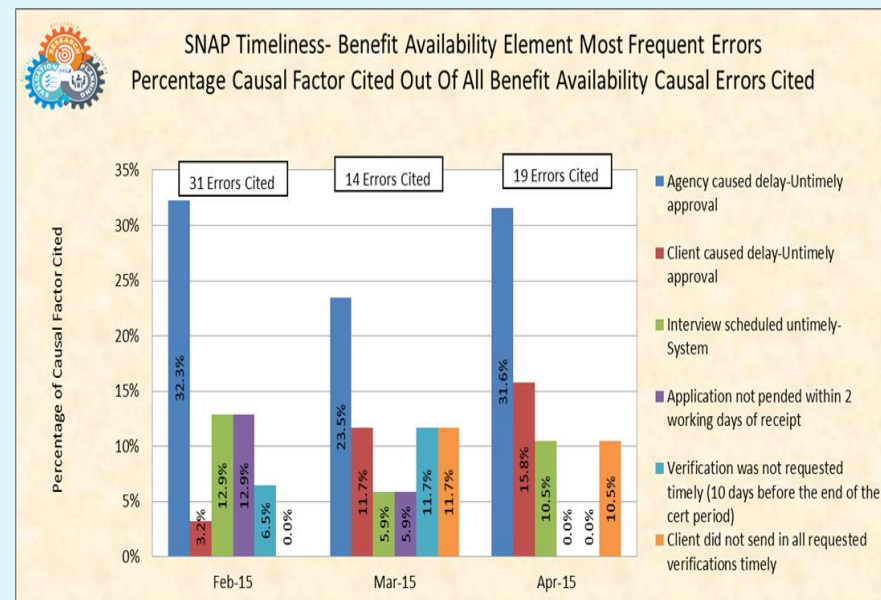
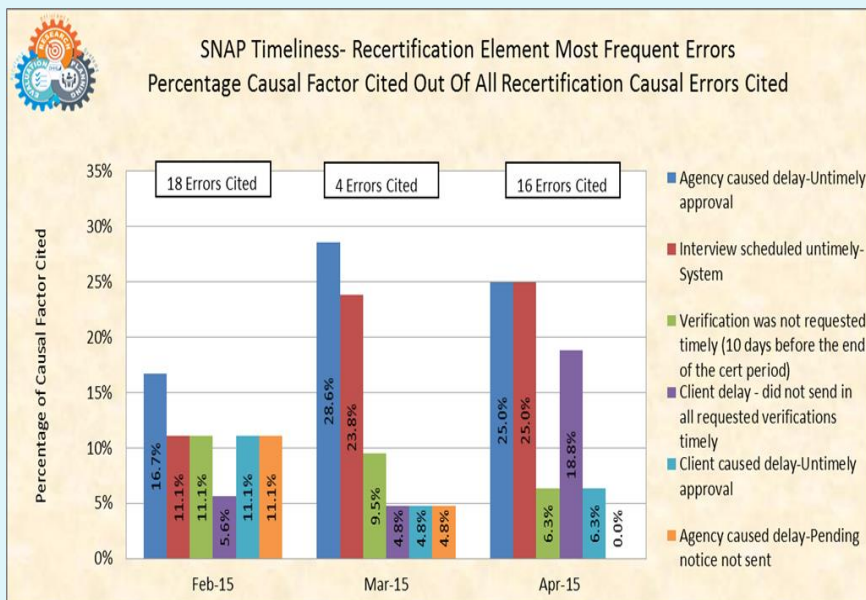
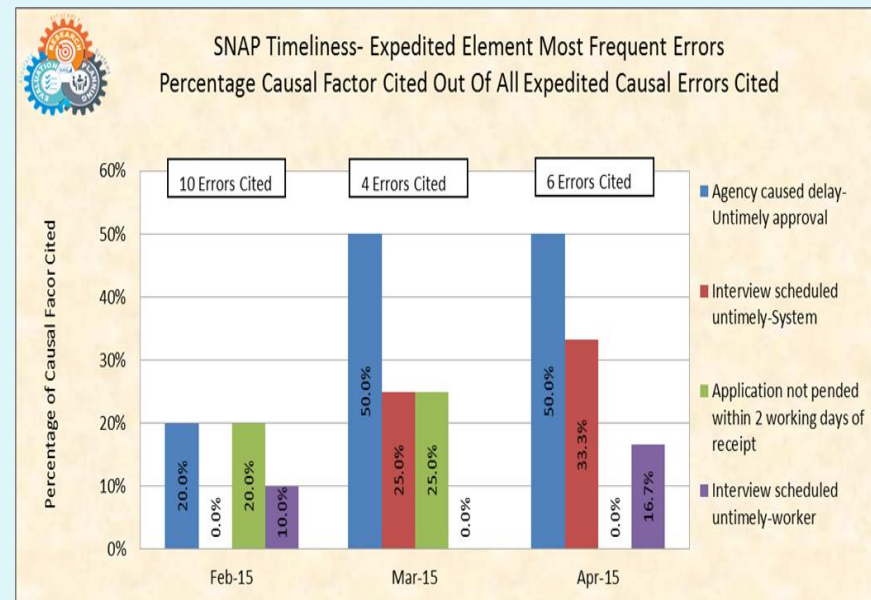
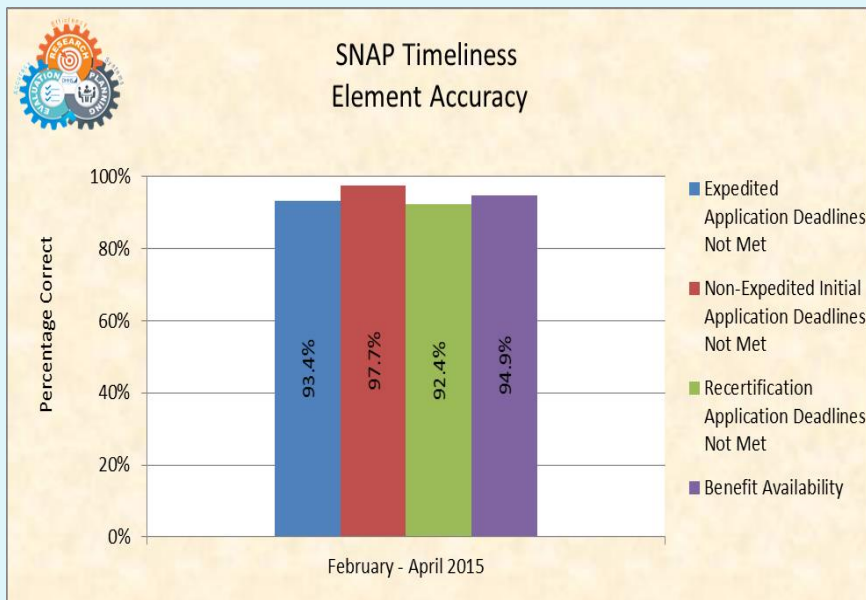
SNAP Timeliness Case Reads Completed



SNAP Timeliness - Benefit Availability

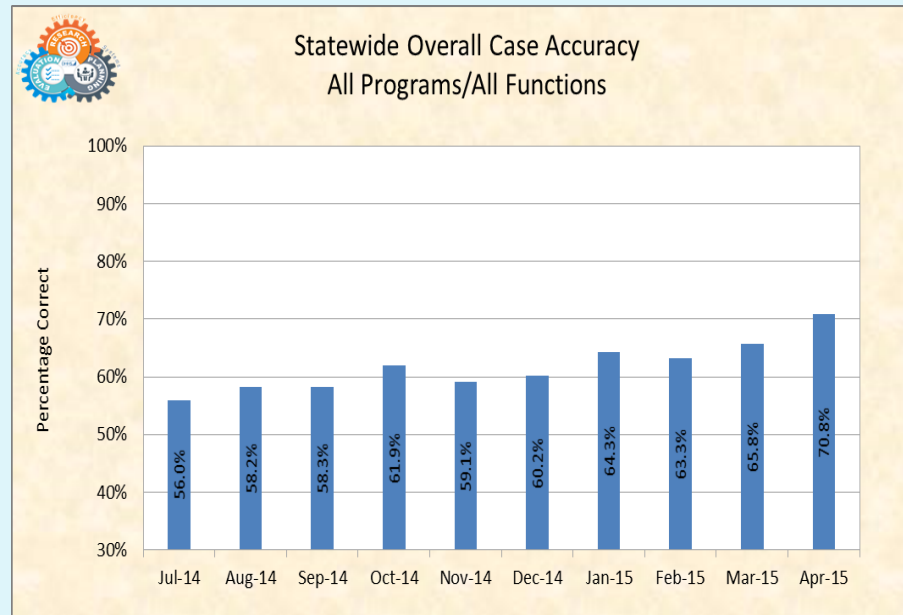


# SNAP: Timeliness

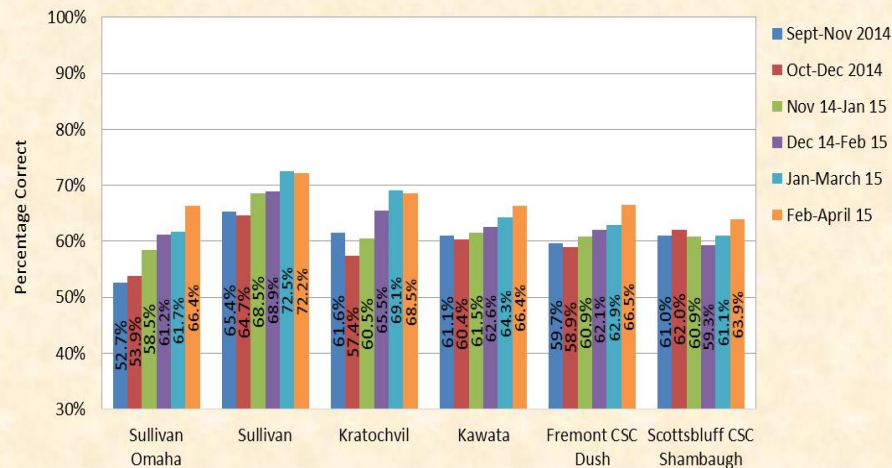




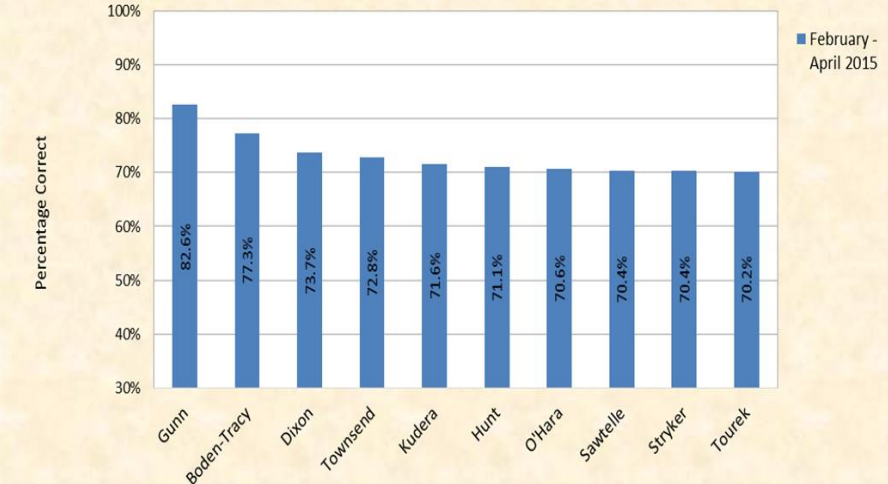
# All Programs Reviewed



Overall Case Accuracy - All Programs/All Functions  
Per Administrative Team

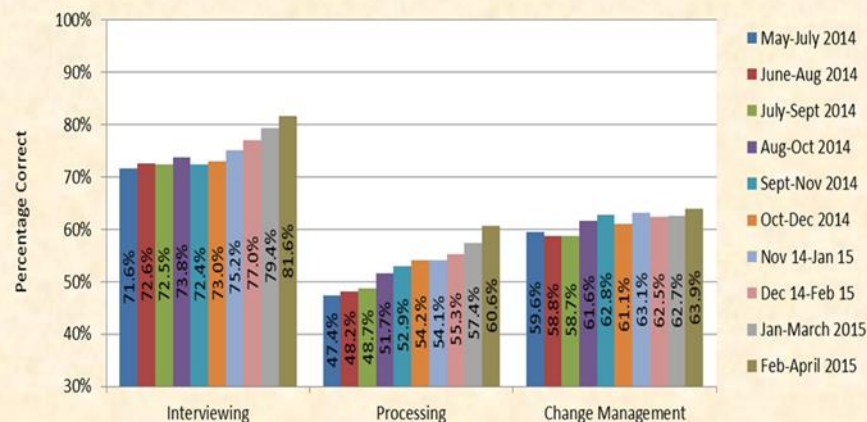


Overall Case Accuracy - Top 10 Supervisory Teams  
All Programs/All Functions

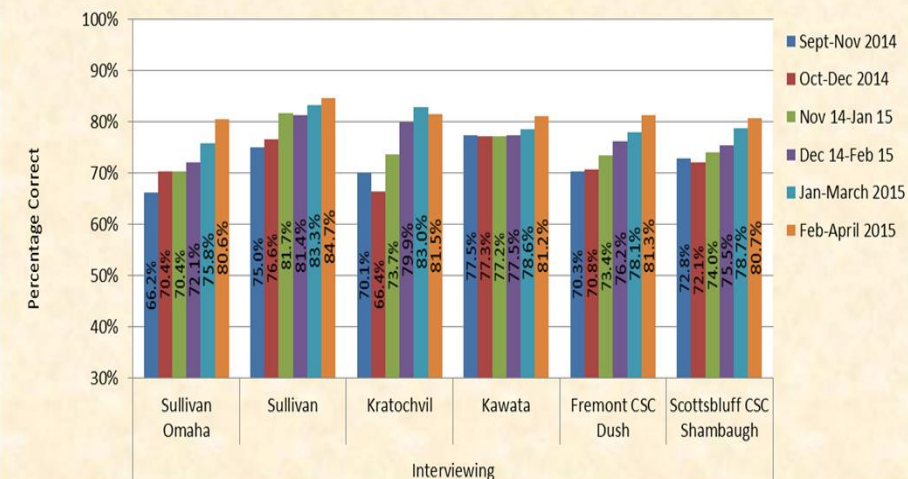


# All Programs Reviewed

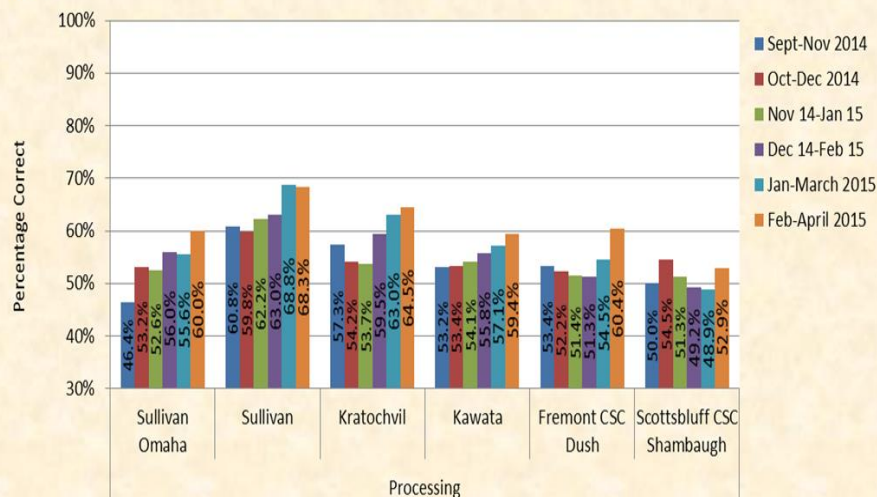
Economic Assistance Programs - All Functions  
Statewide - Overall Case Accuracy



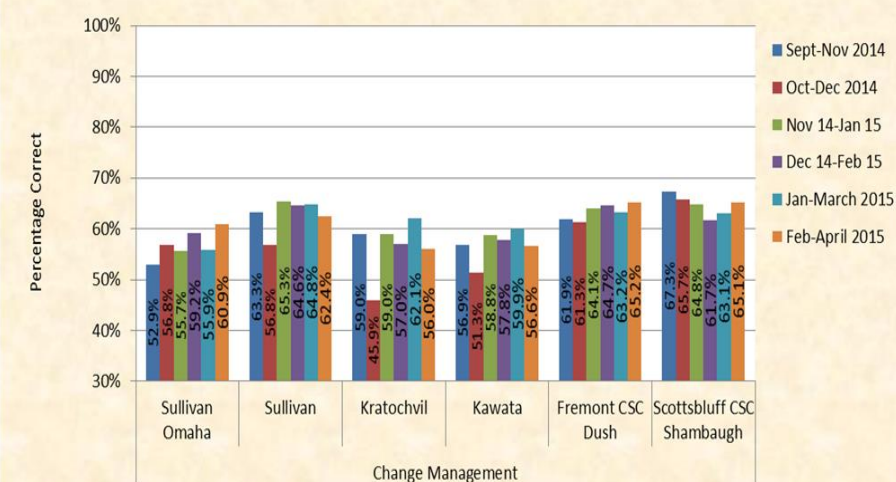
All Programs - Interviewing Function  
Overall Case Accuracy Per Administrative Team



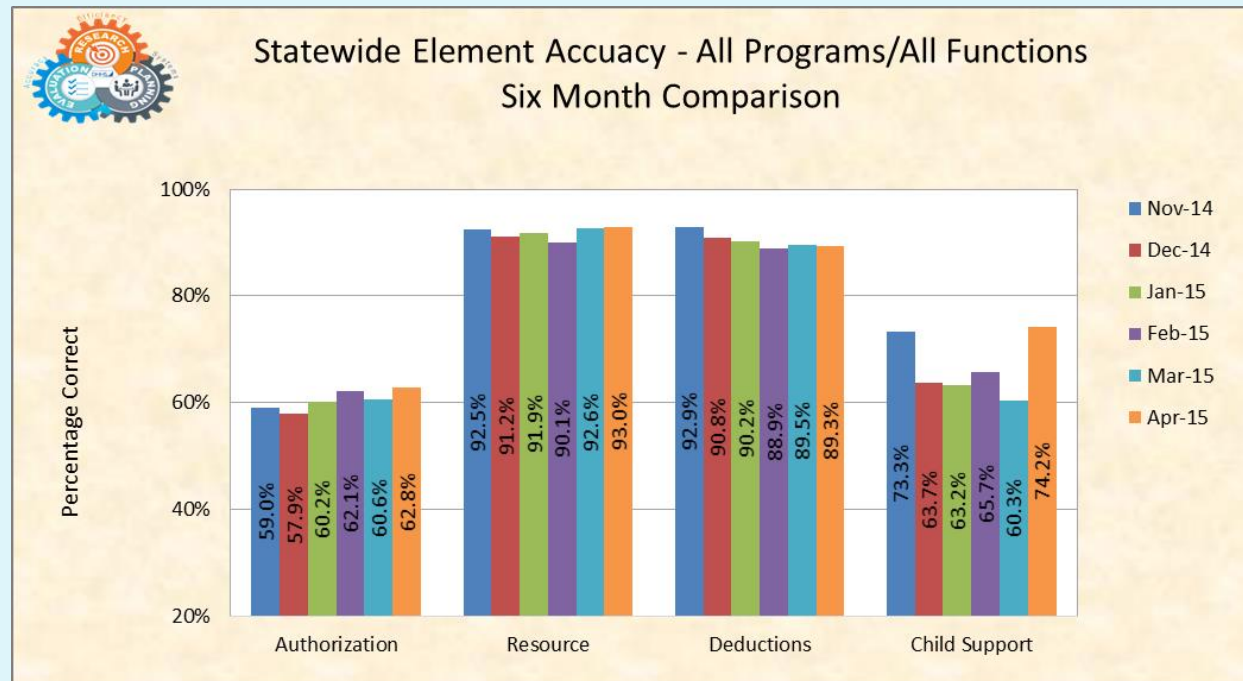
All Programs - Processing Function  
Overall Case Accuracy Per Administrative Team



All Programs - Change Management Function  
Overall Case Accuracy Per Administrative Team



# Focus on Key Errors

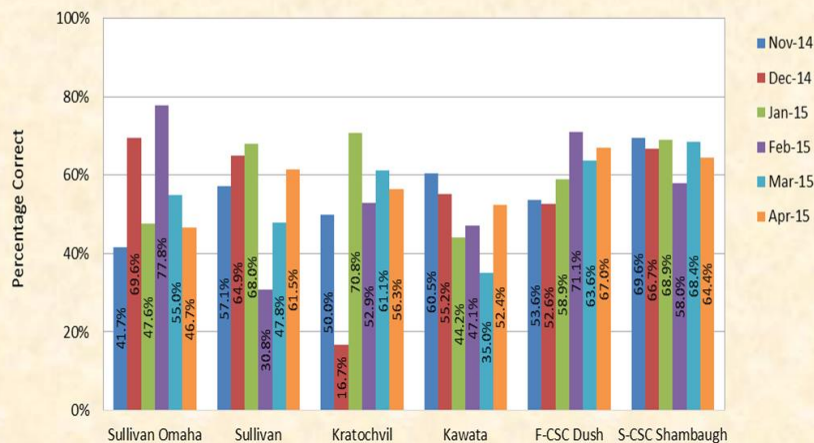




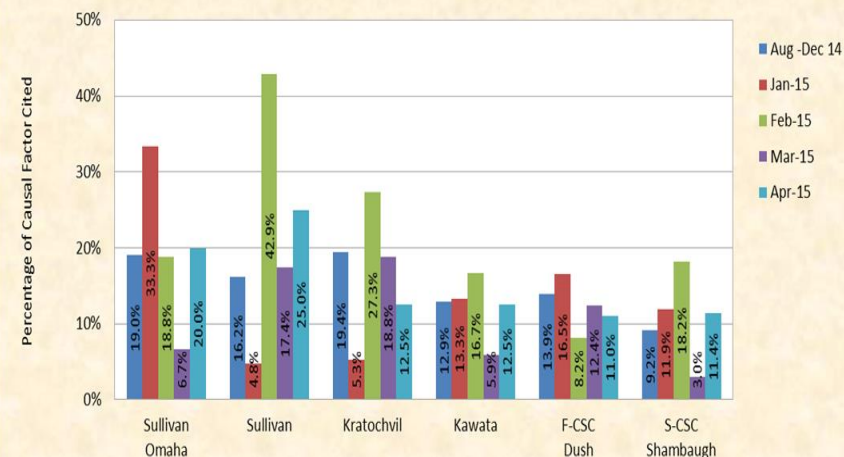
# January-Focus on Key Errors



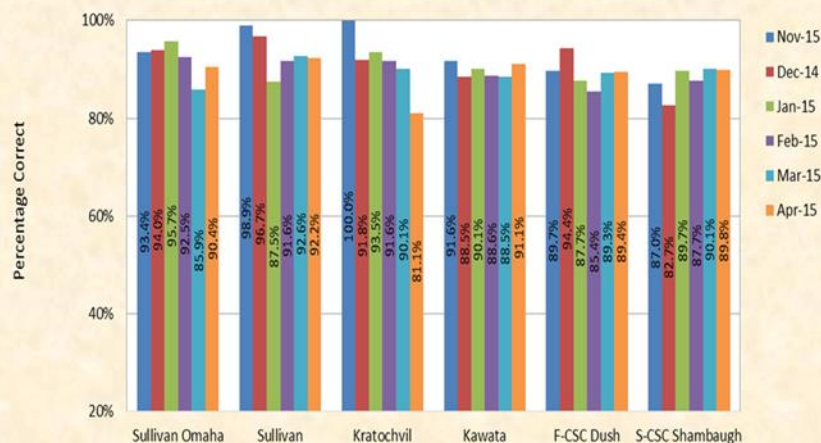
Authorization Element Accuracy - All Programs/All Functions  
Six Month Comparison Per Administrative Team



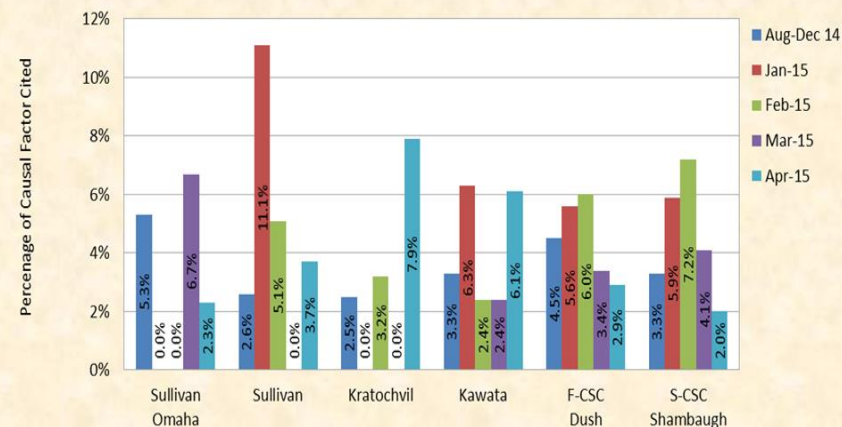
Child Care Processing and Change Management Authorization Element  
Causal Factor Cited  
Approved Activity & Hours Not Described Using Correct Authorization Description



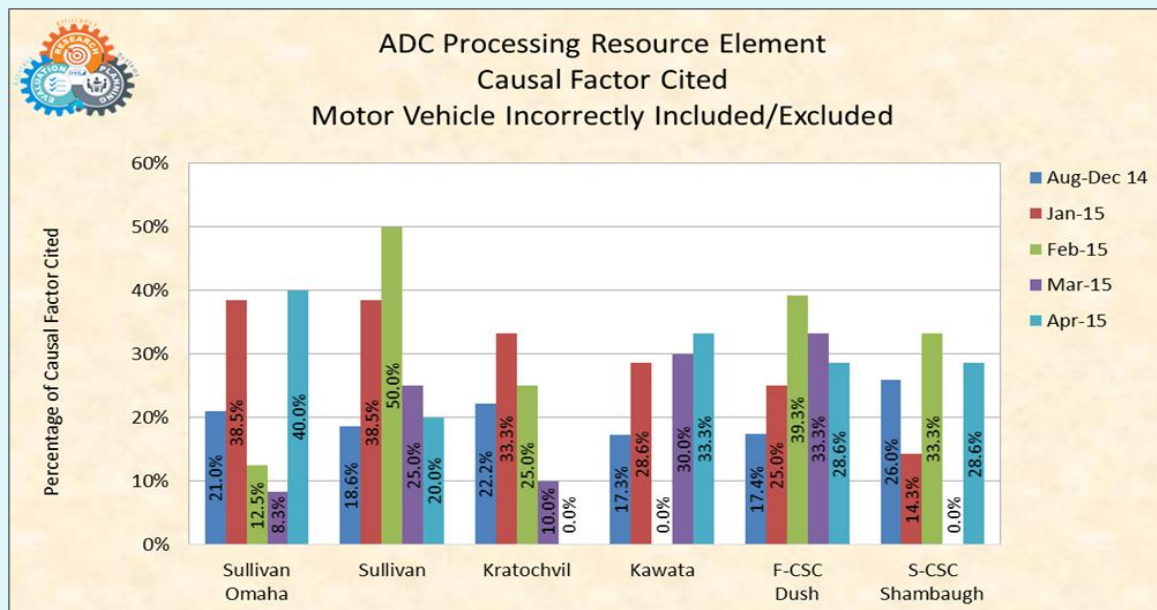
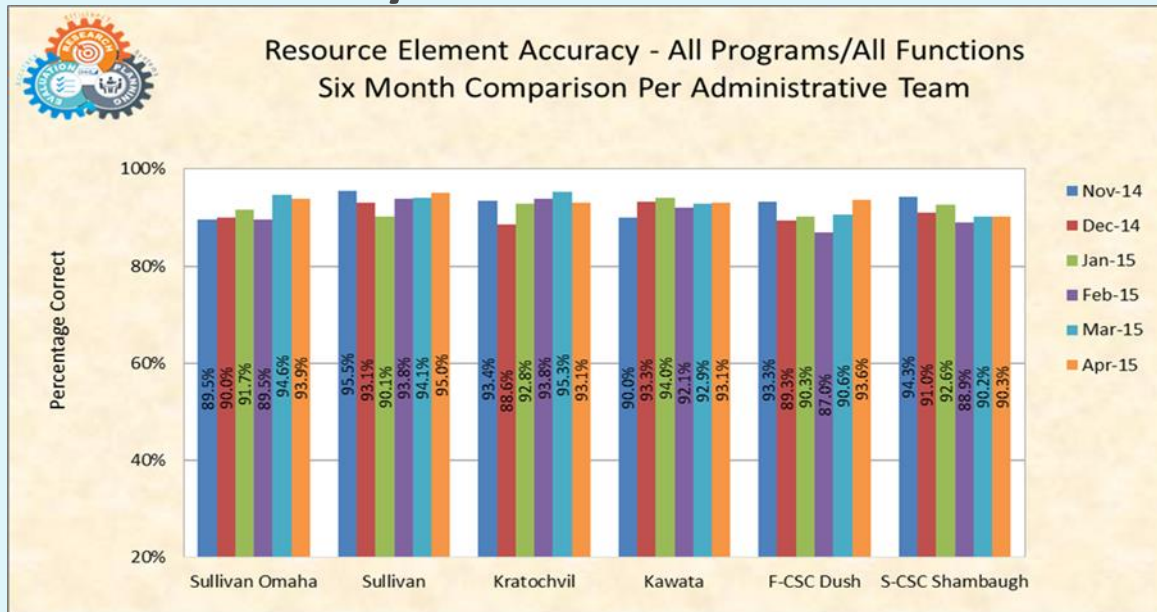
Deductions Element Accuracy - All Programs/All Functions  
Six Month Comparison Per Administrative Team



SNAP Processing and Change Management Deductions Element  
Causal Factor Cited  
Shelter Expenses - Information Provided Not Acted On

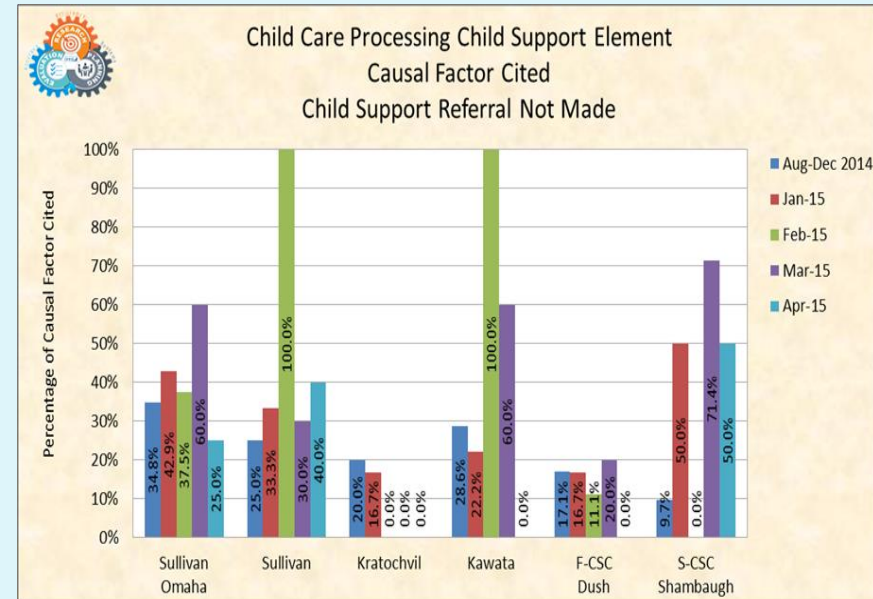
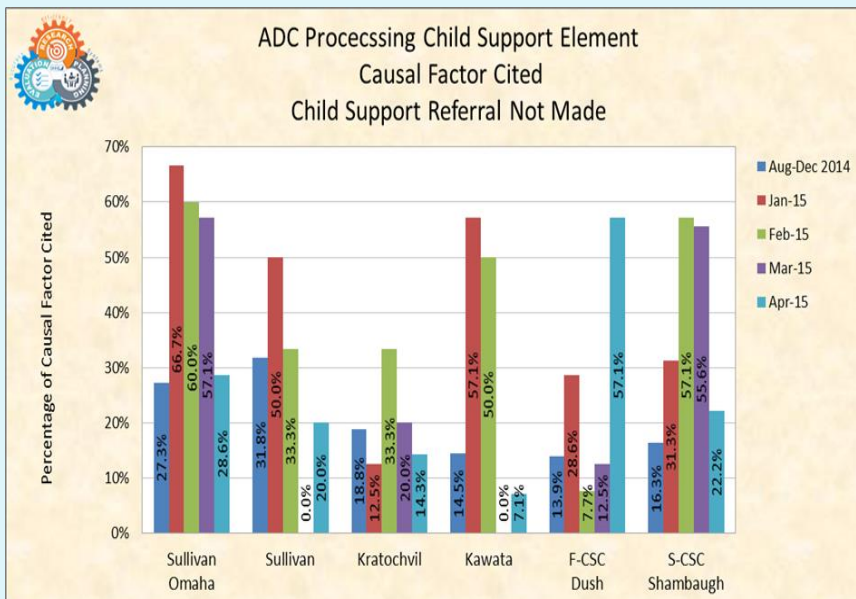
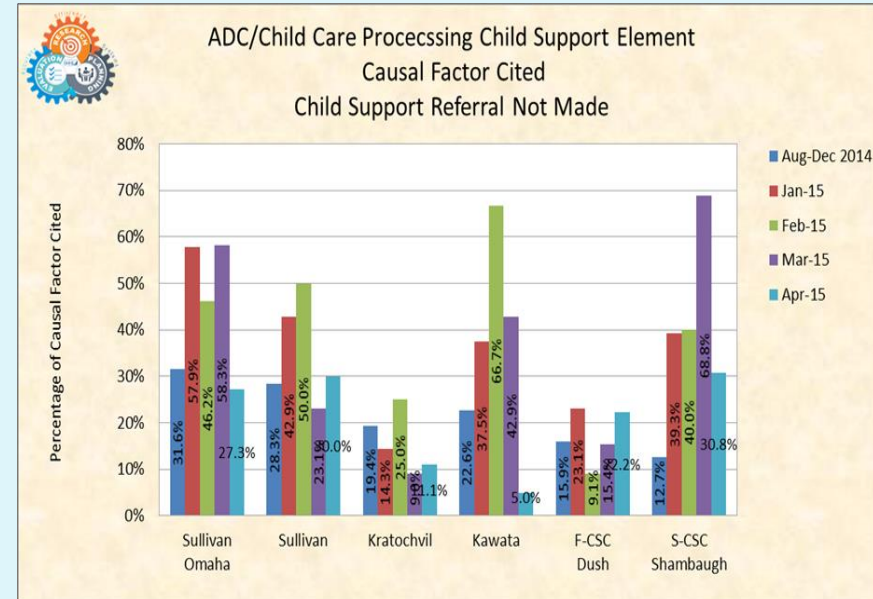
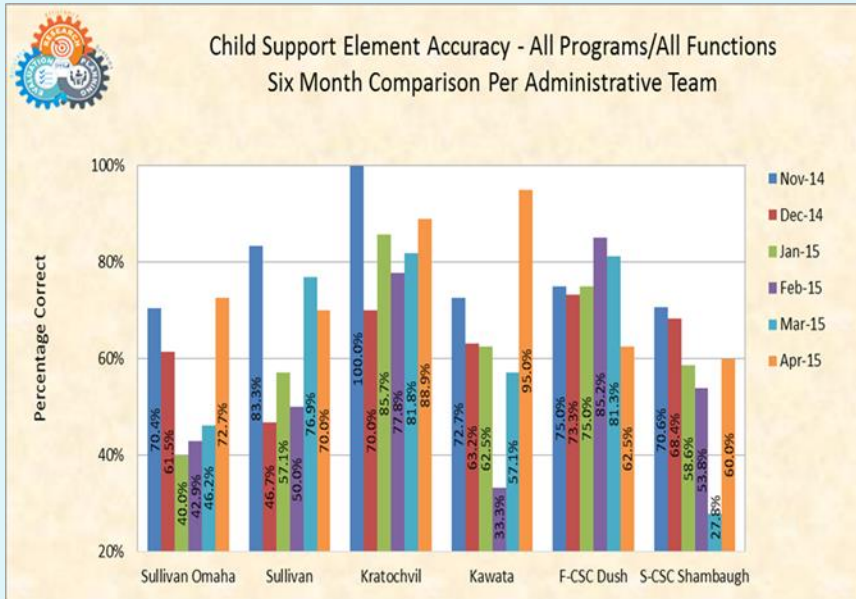


# February-Focus on Key Errors

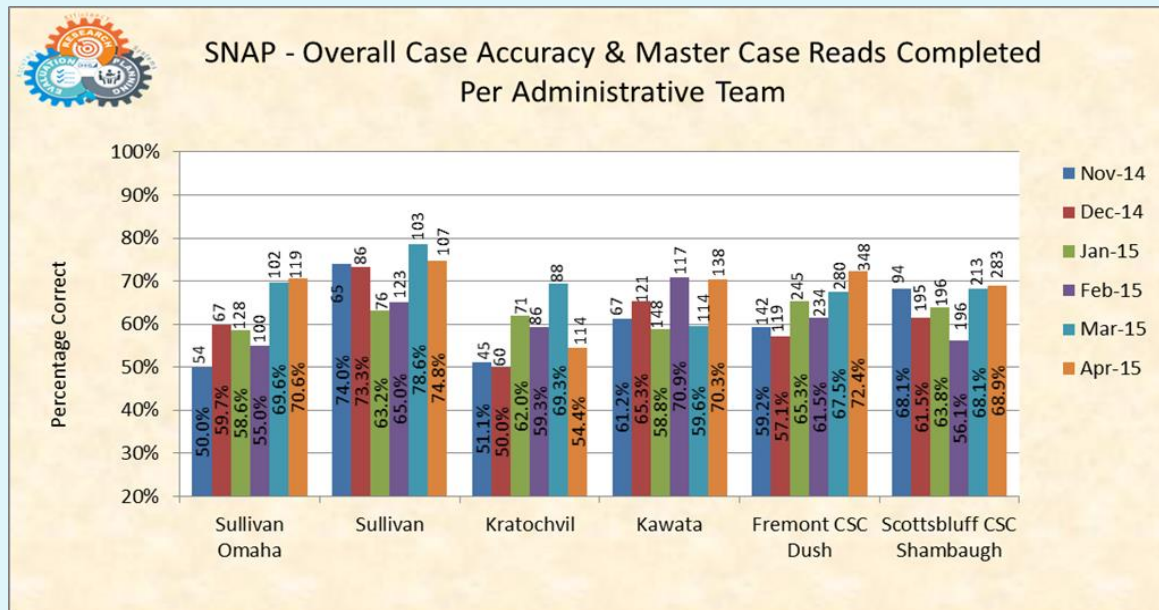
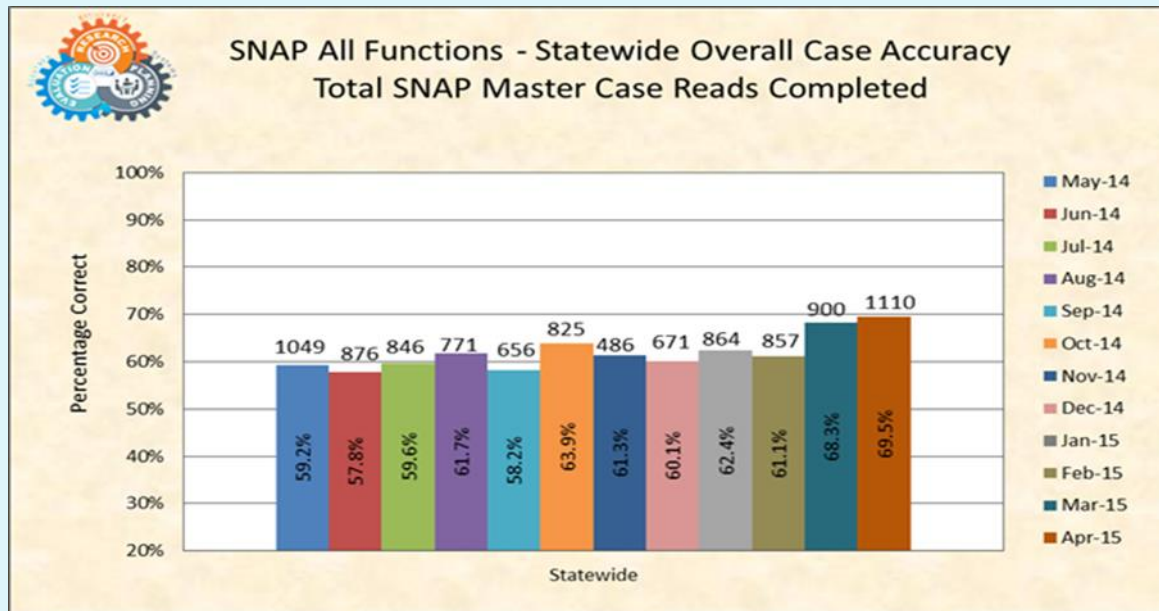




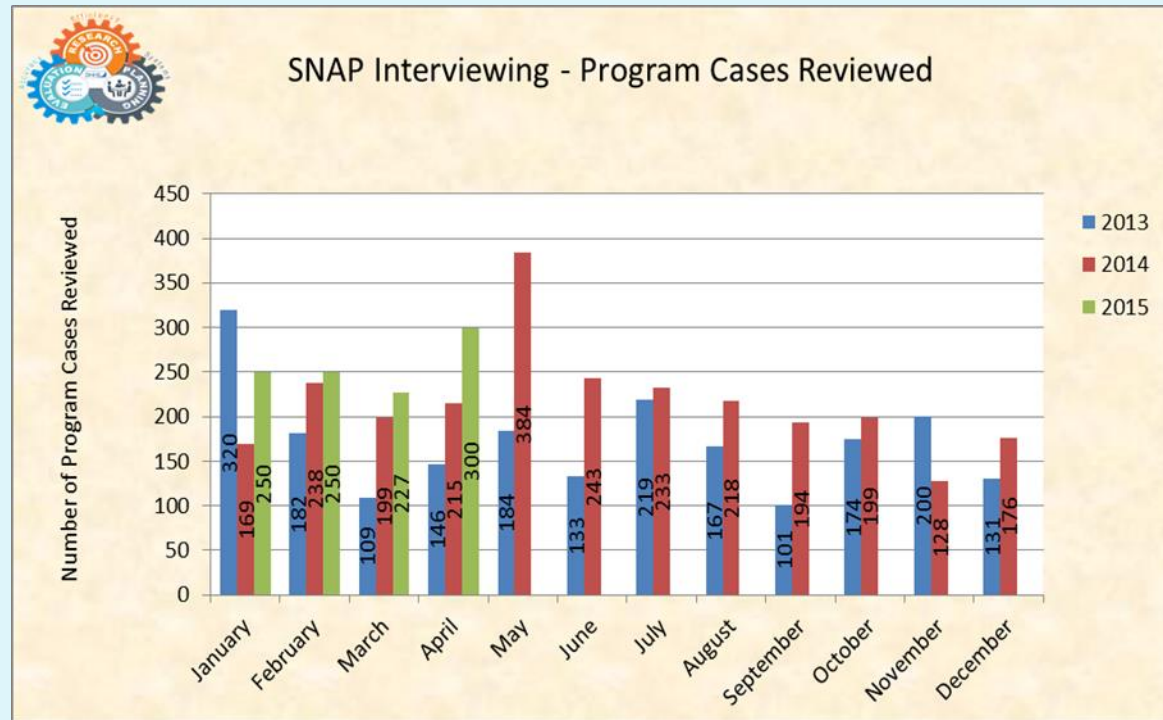
# All-Star Focus



# SNAP Accuracy



# SNAP Interviewing Program Case Reads





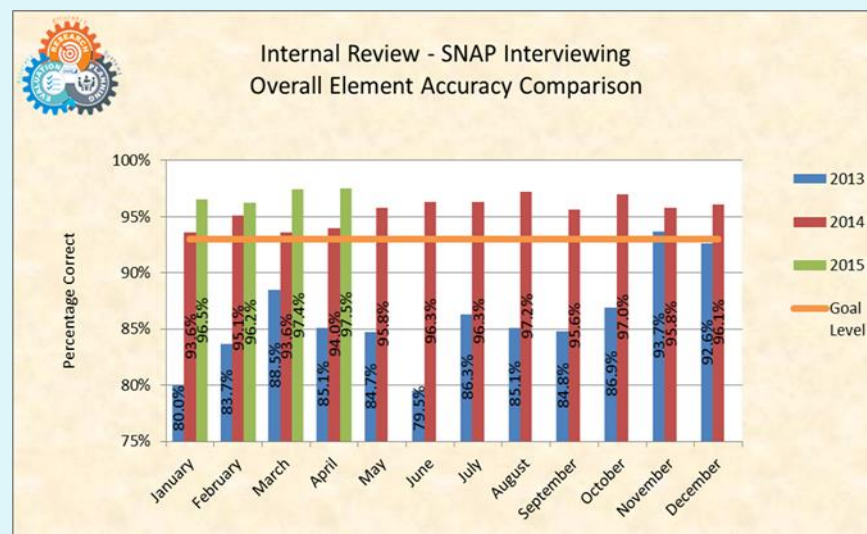
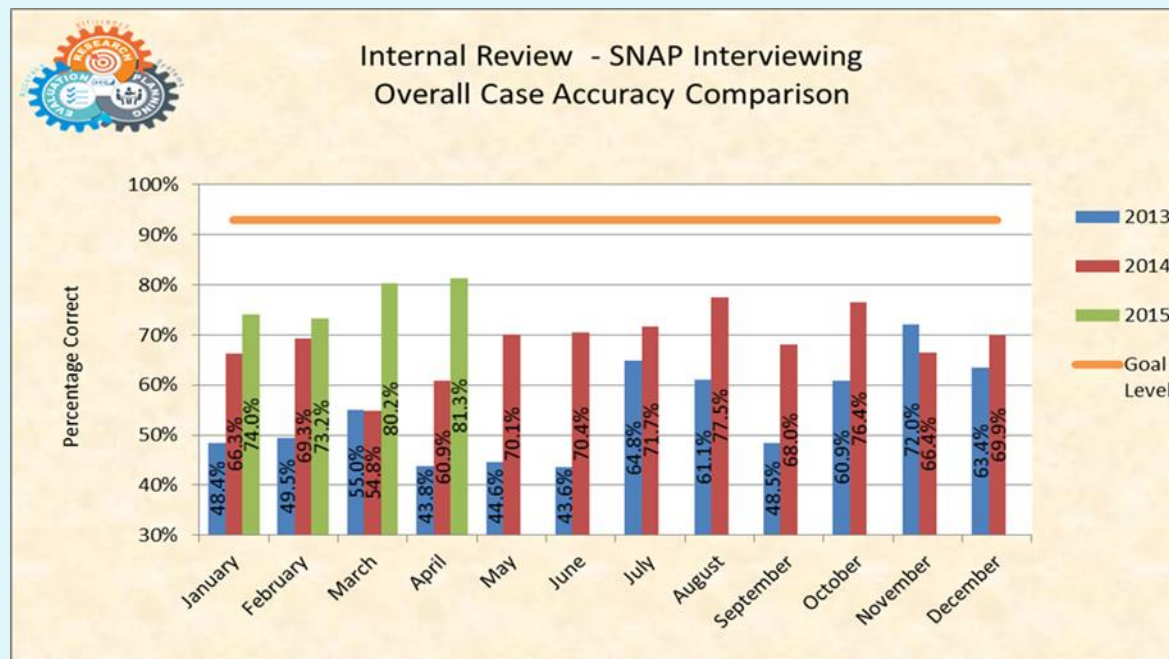
## SNAP: Interviewing

### Strengths/Accomplishments:

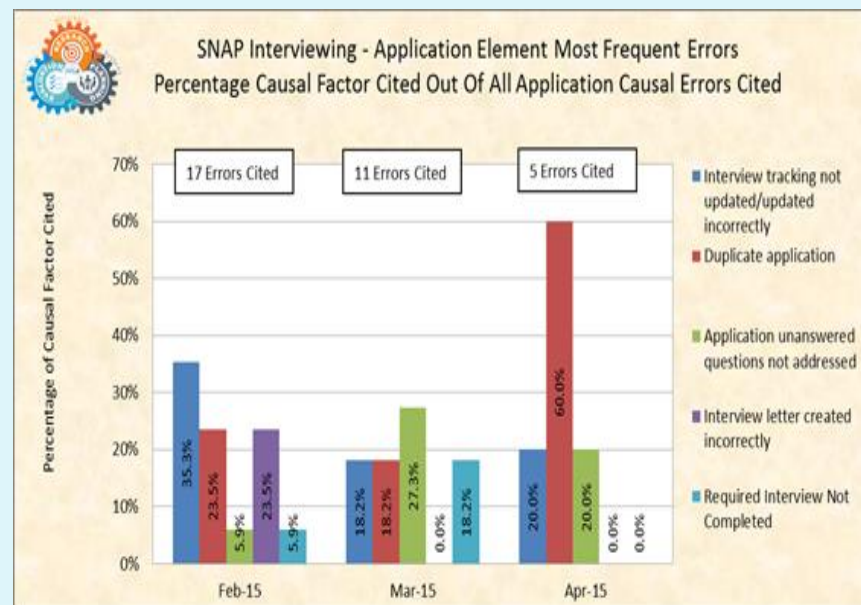
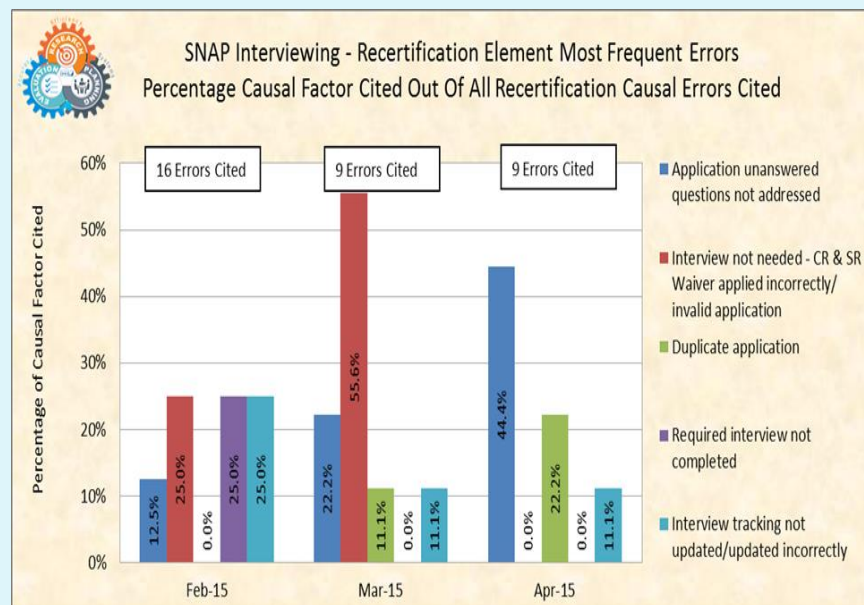
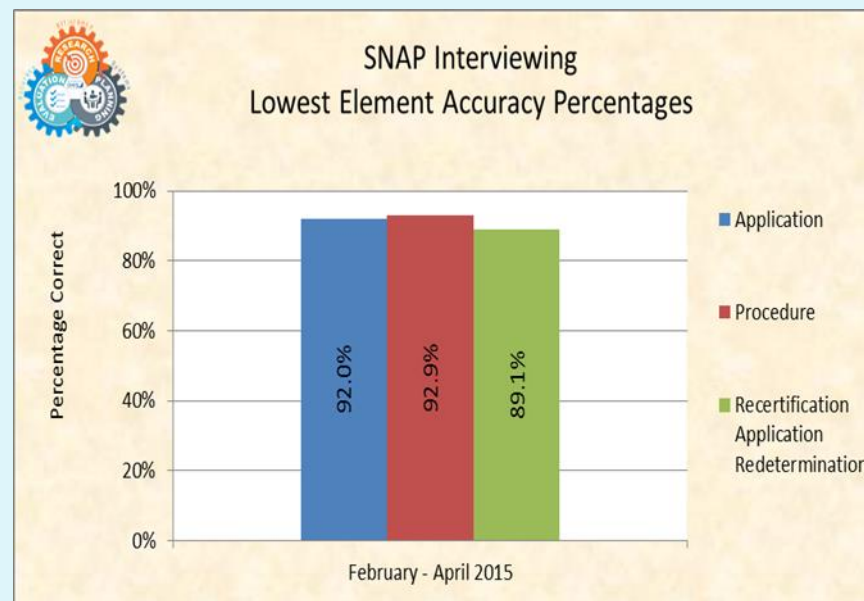
### Action Items:

### Barriers:

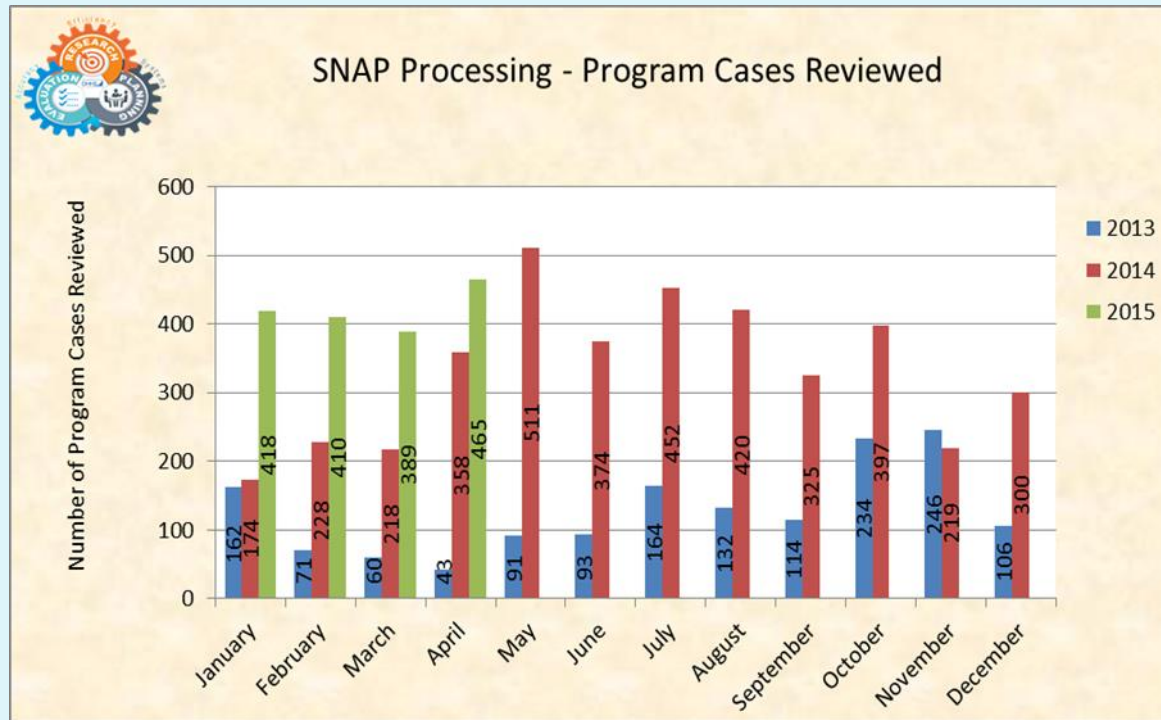
**Goal Statement:** The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



# SNAP: Interviewing



# SNAP Processing Program Case Reads



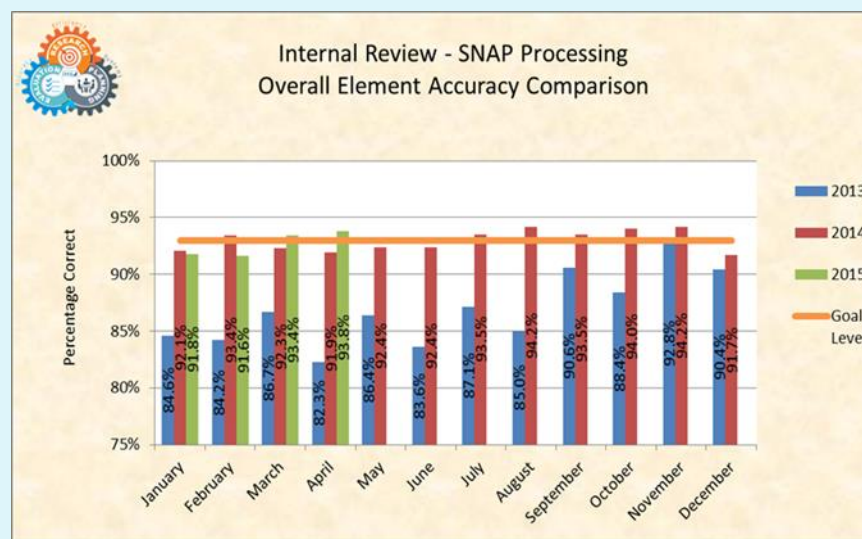
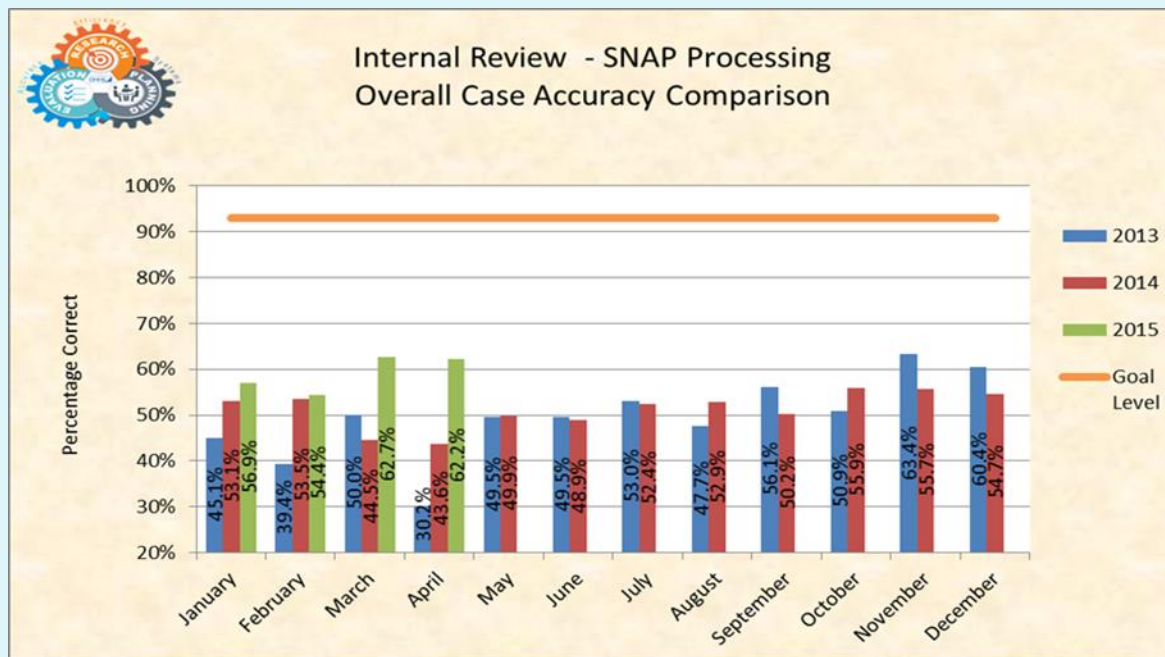
## SNAP: Processing

### Strengths/Accomplishments:

### Action Items:

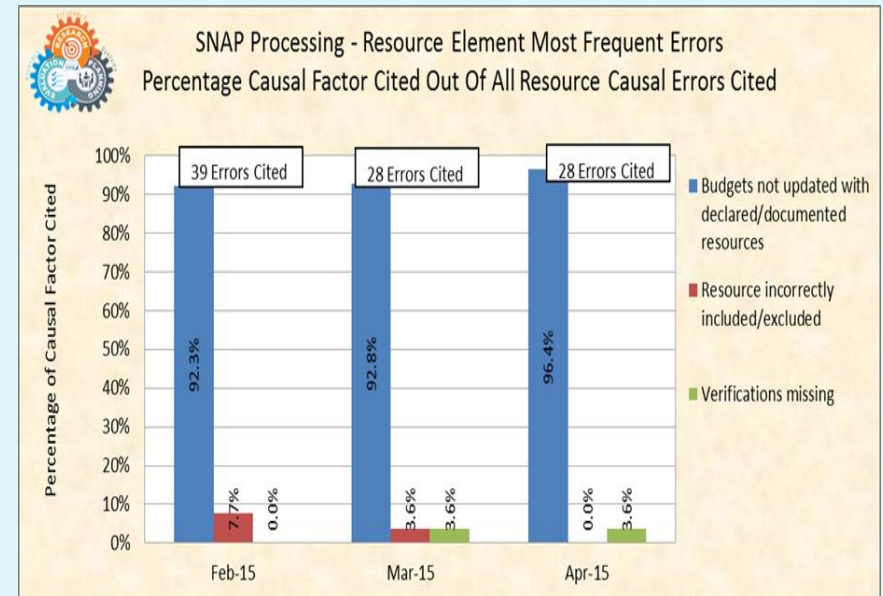
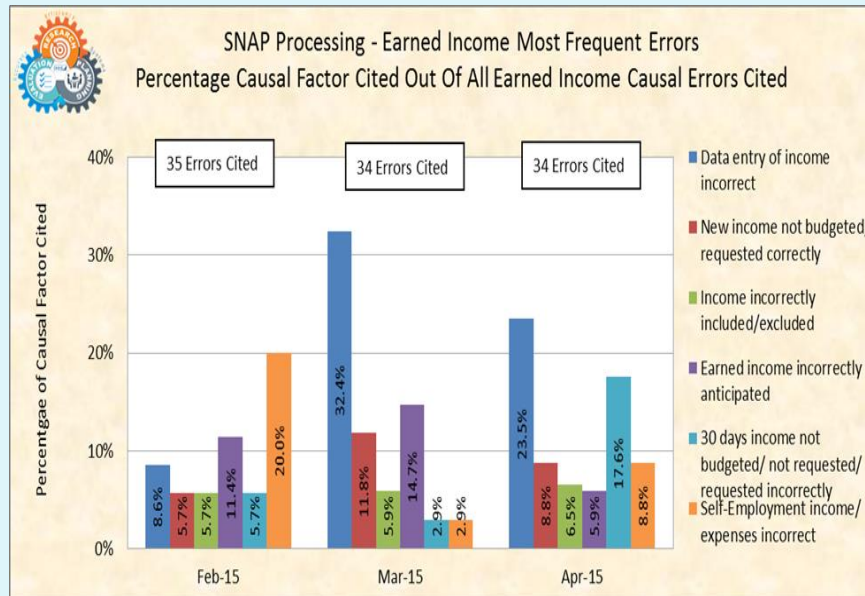
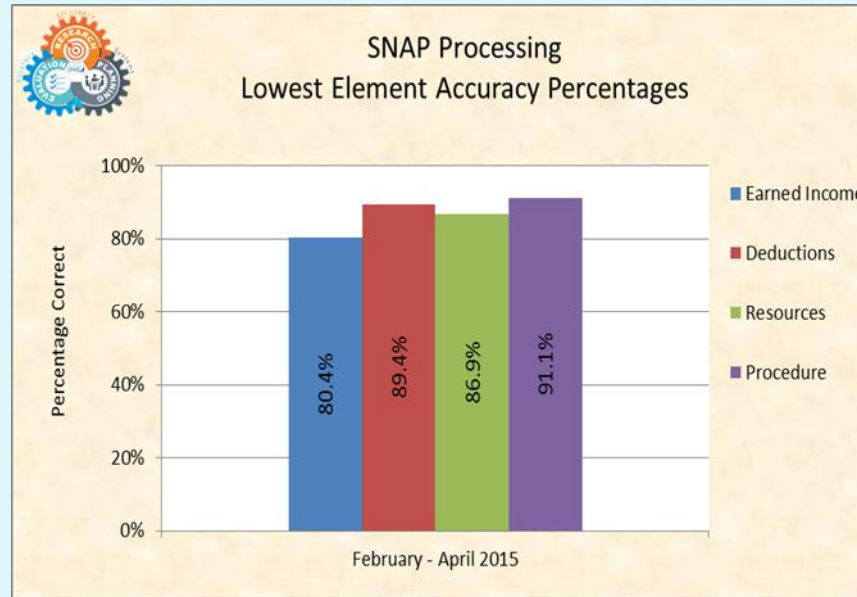
### Barriers:

**Goal Statement:** The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

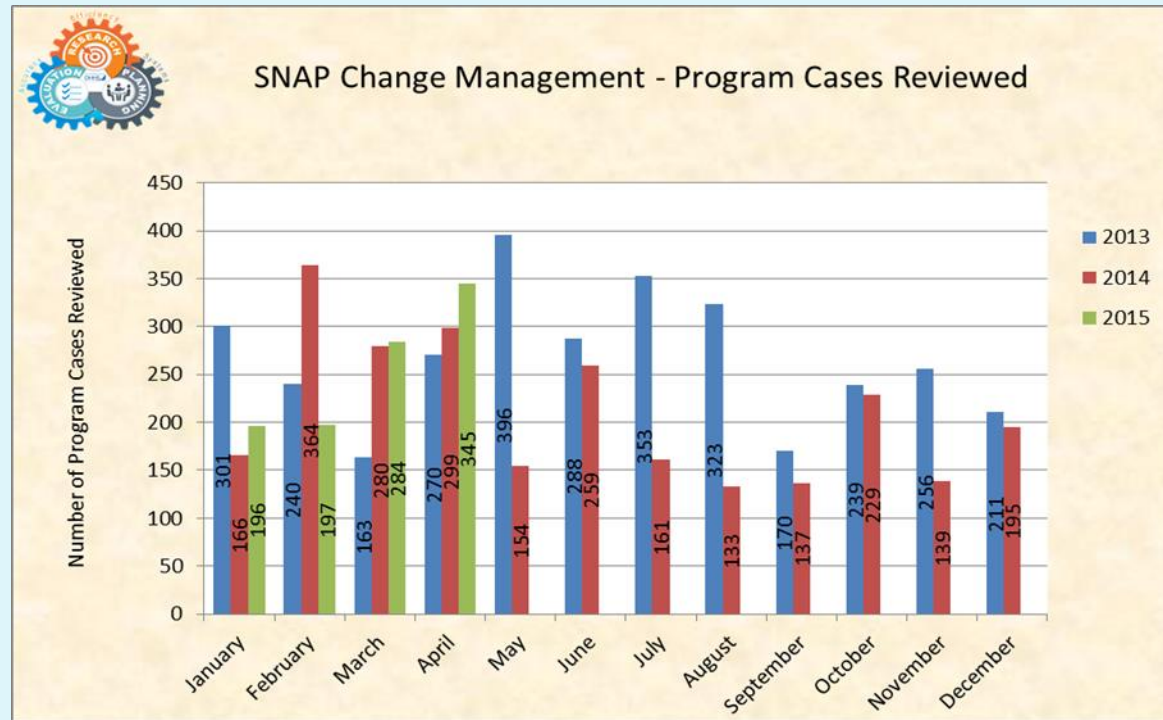




# SNAP: Processing



# SNAP Change Management Program Case Reads



## SNAP: Change Management

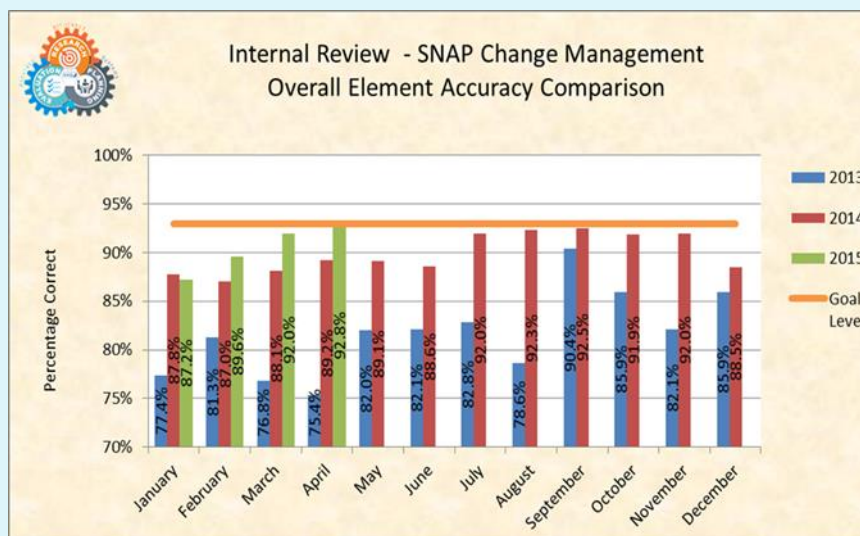
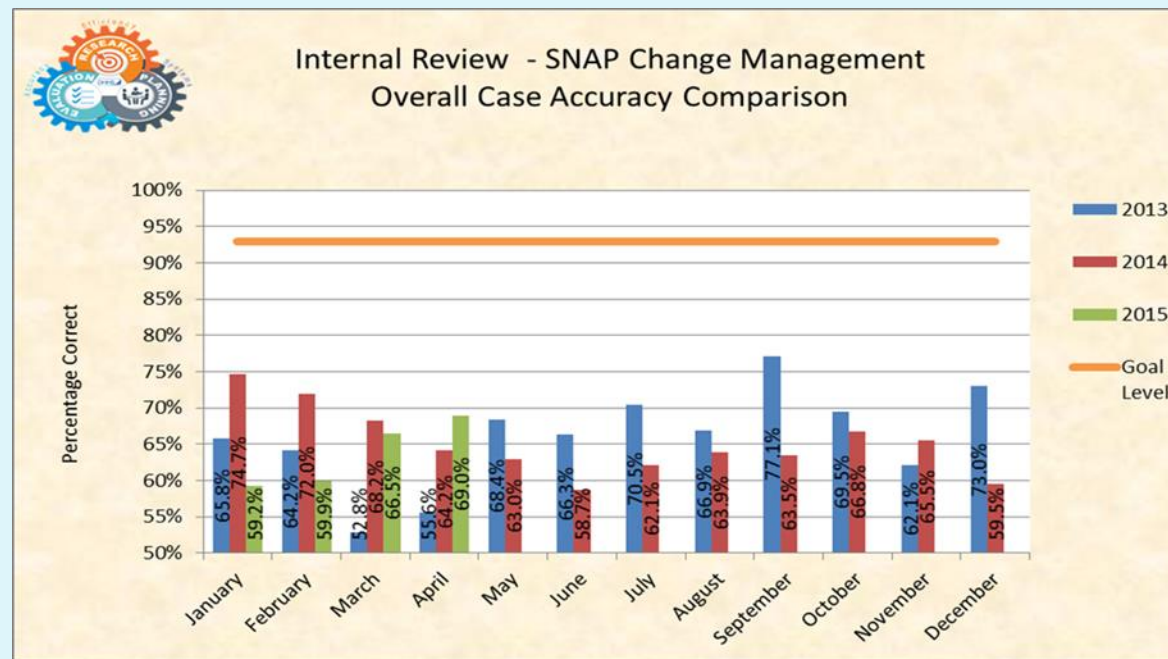
### Strengths/Accomplishments:

### Action Items:

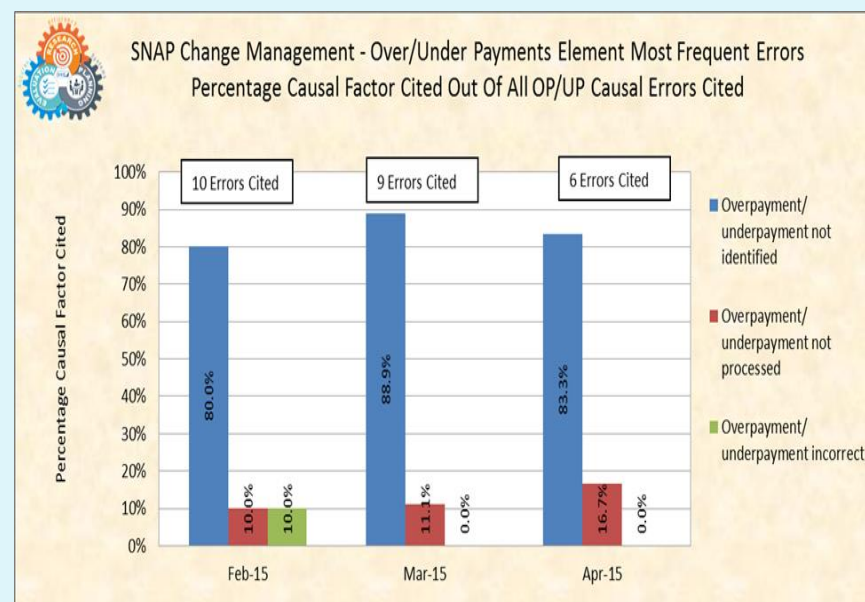
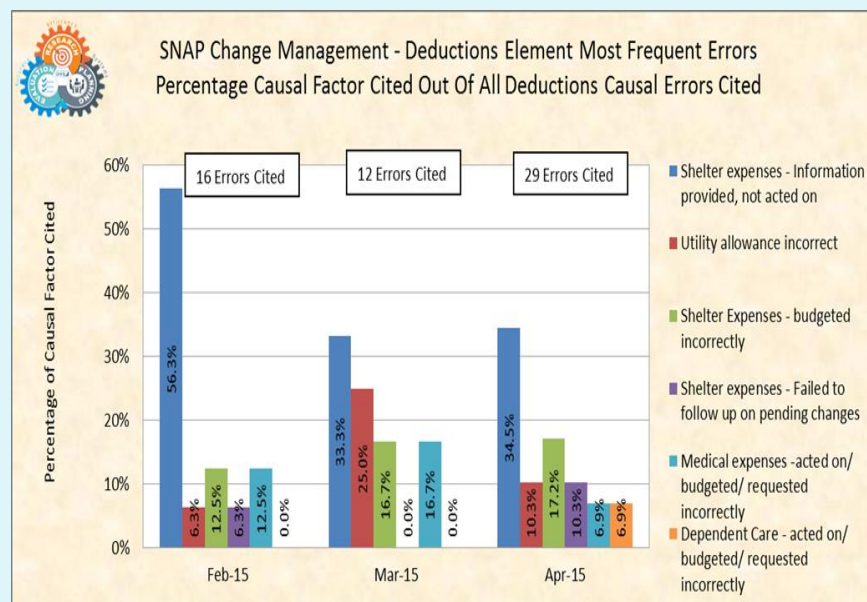
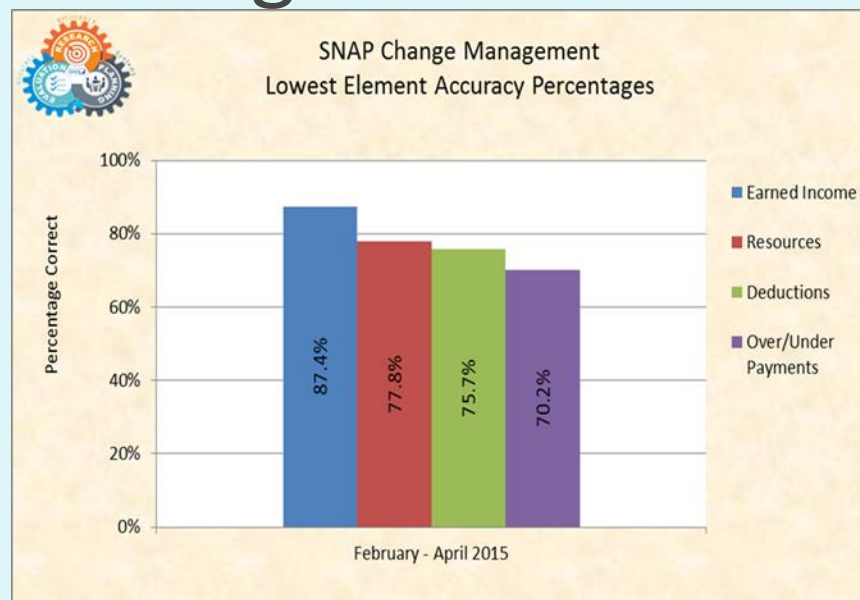
NFOCUS: There will be an updated Change Report functionality to separate EA and Medicaid reported changes using AccessNebraska.

### Barriers:

**Goal Statement:** The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

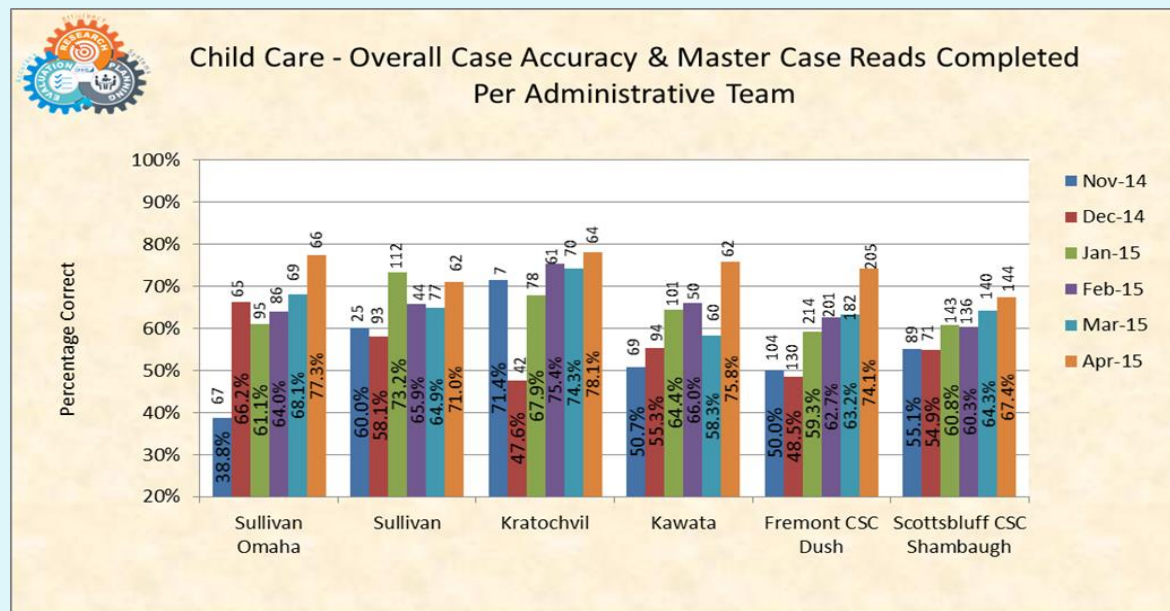
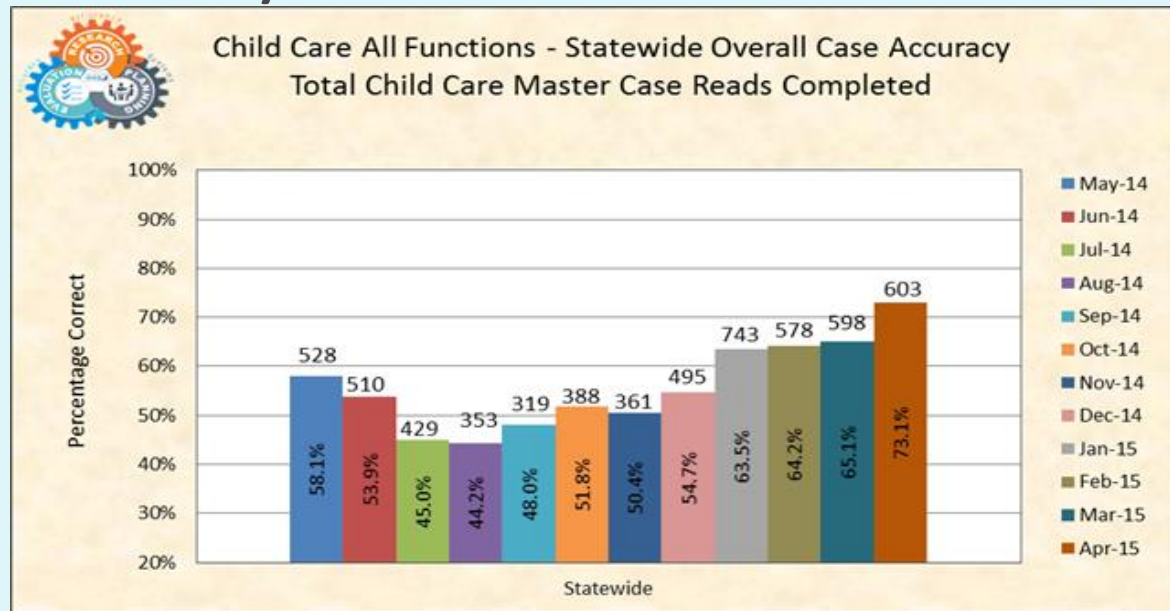


# SNAP: Change Management

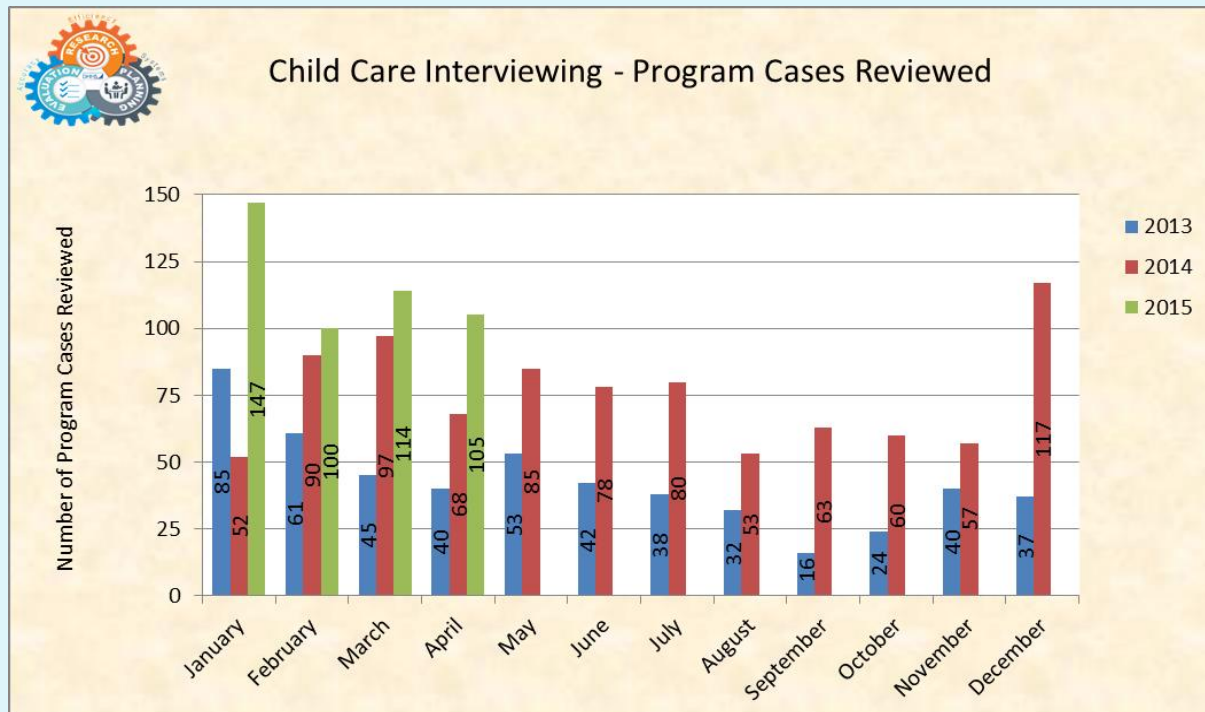




# Child Care Accuracy



# Child Care Interviewing Program Case Reads



## Child Care: Interviewing

### Strengths/Accomplishments:

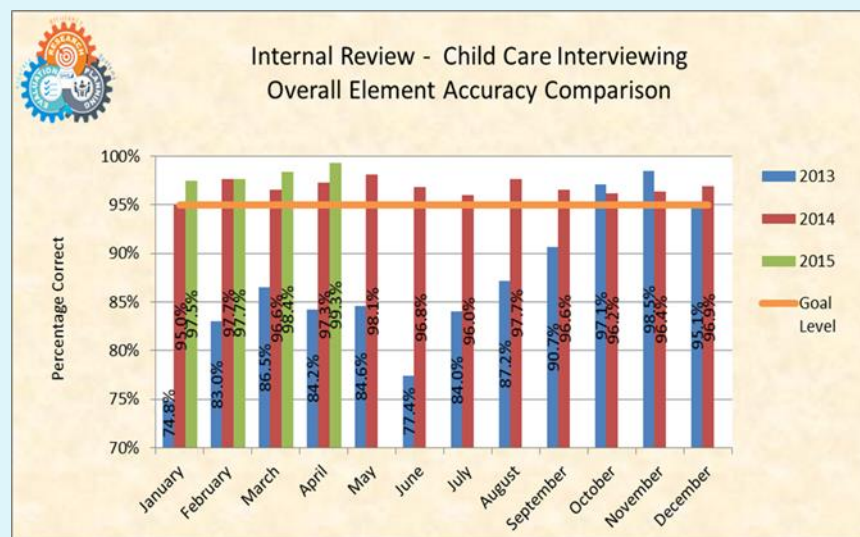
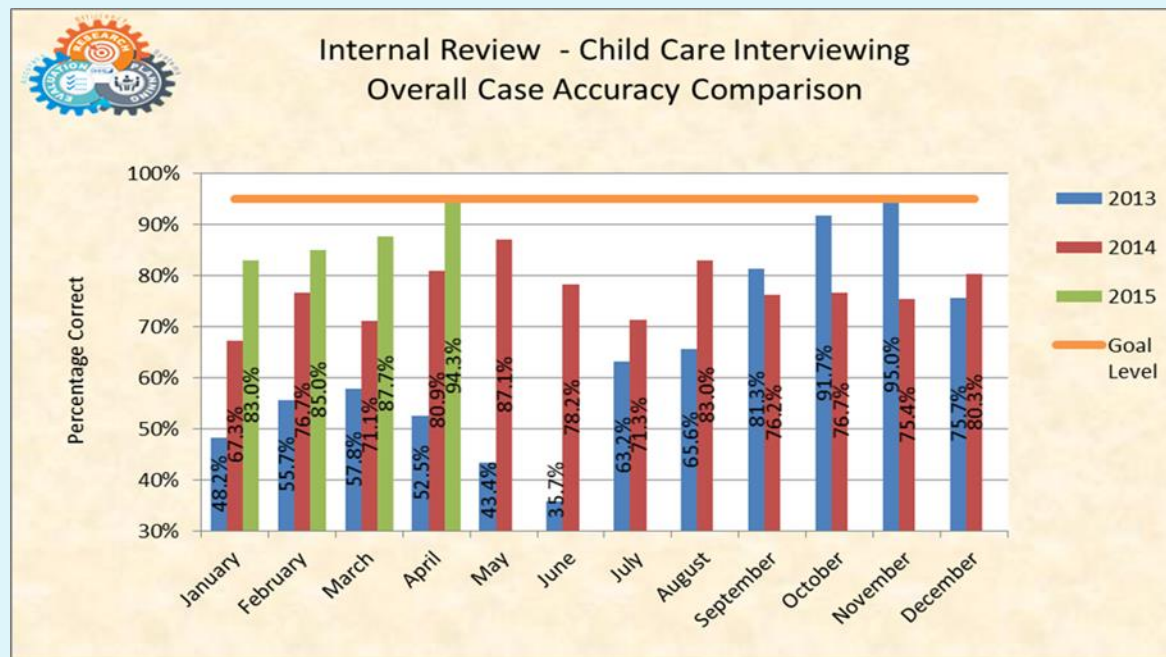
R.E.P. Released:

1. Child Care & Job Search:  
4/27/2015

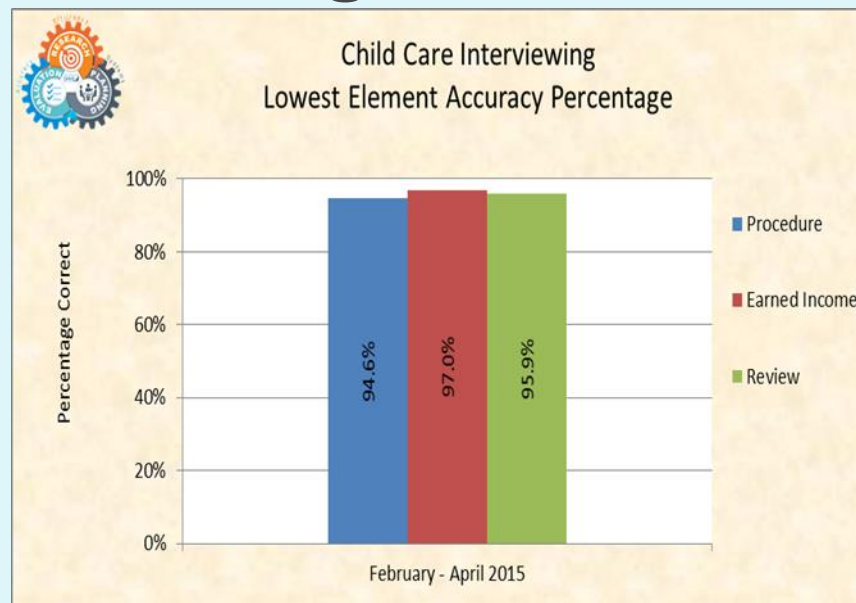
### Action Items:

### Barriers:

**Goal Statement:** The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

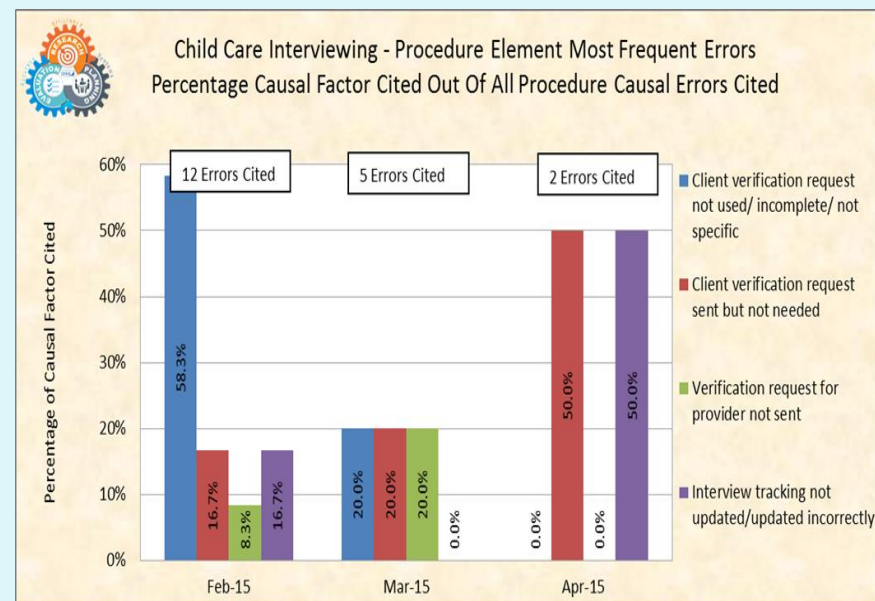
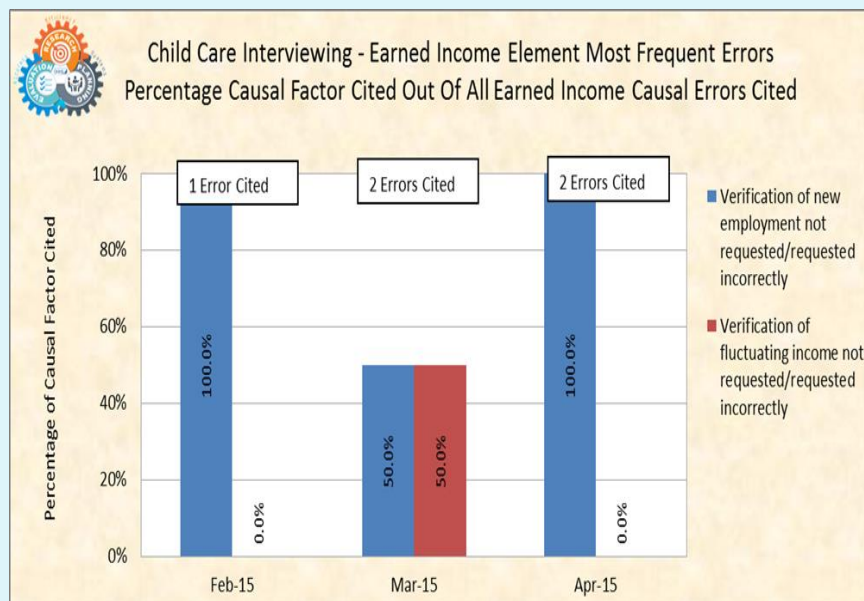


# Child Care: Interviewing



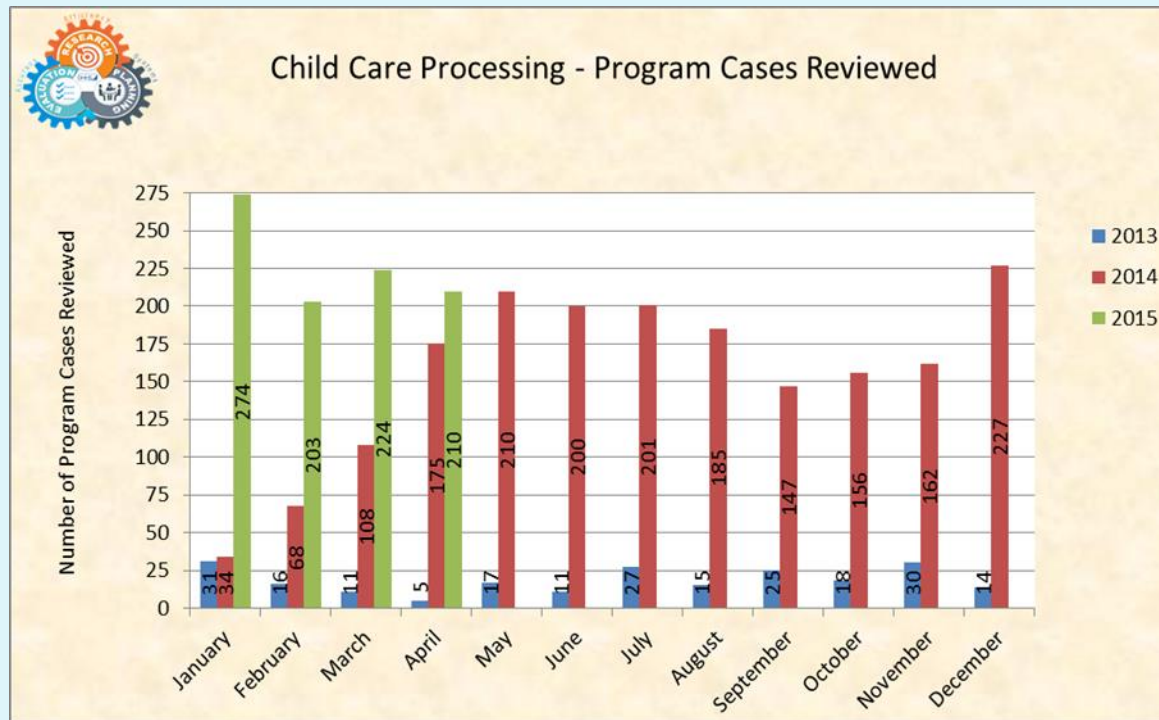
Note:

Review was called incorrect 100%, 2 Errors were cited.





# Child Care Processing Program Case Reads





## Child Care: Processing

### Strengths/Accomplishments:

R.E.P. Released:

1. Child Care & Job Search:  
4/27/2015

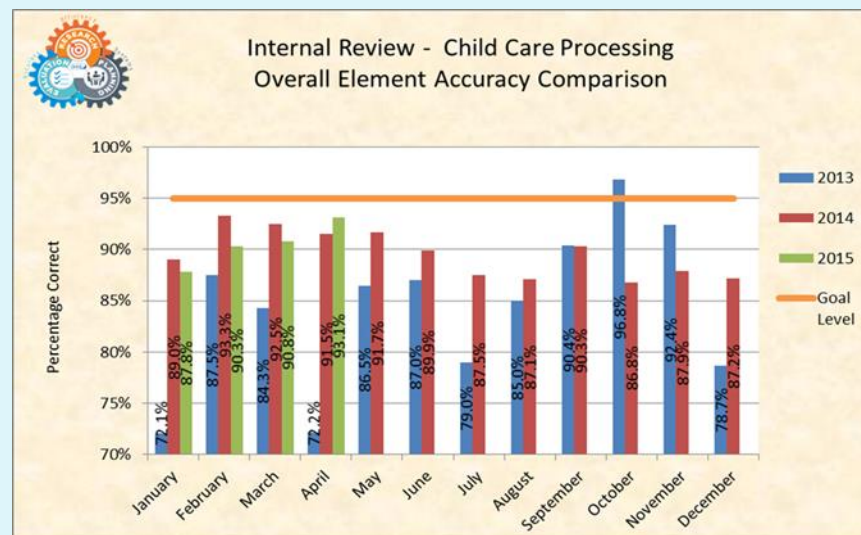
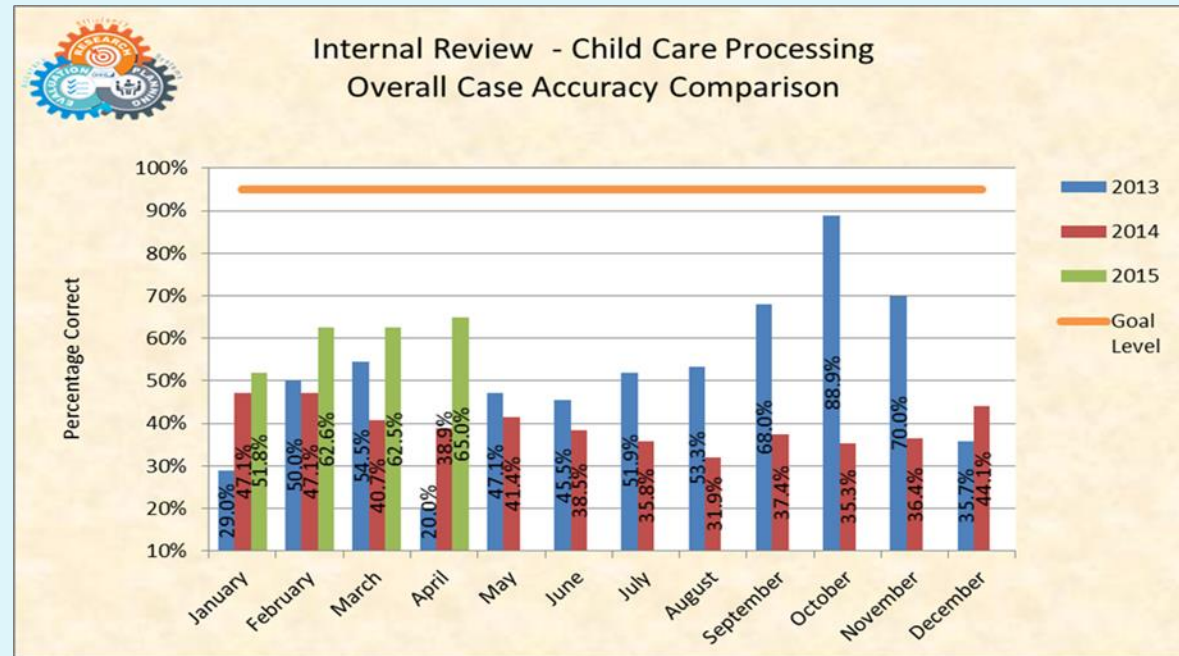
### Action Items:

NFOCUS Enabling the Review button for Child Care in the Expert System.

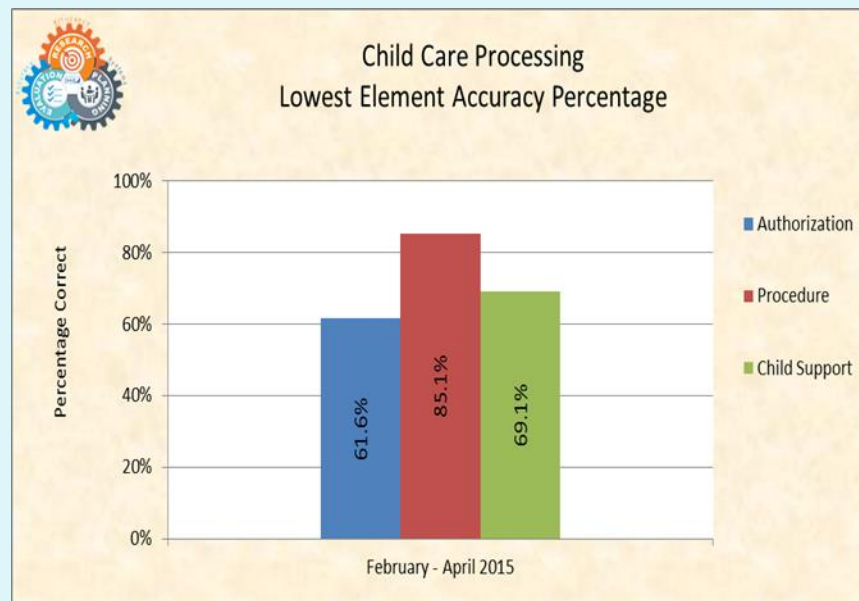
NFOCUS will also no longer allow AABD only families to be Current Family

### Barriers:

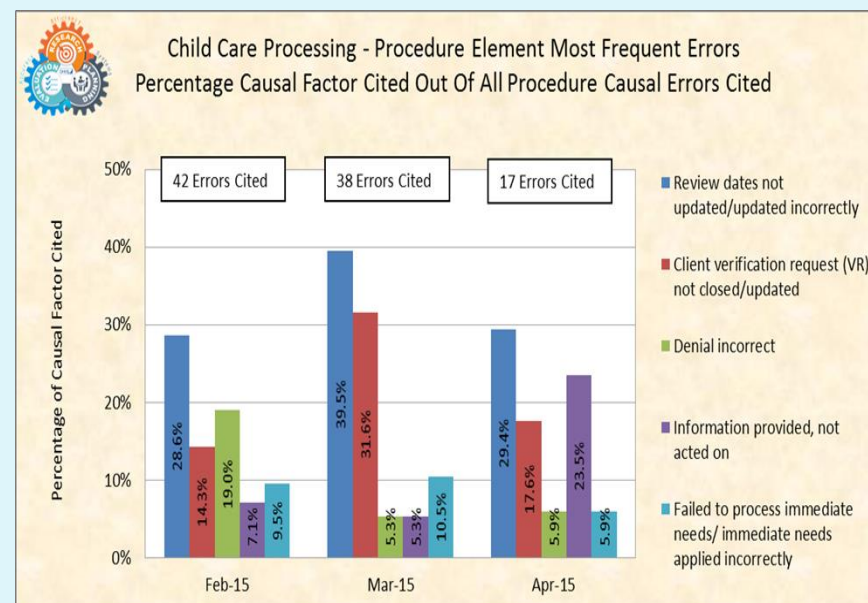
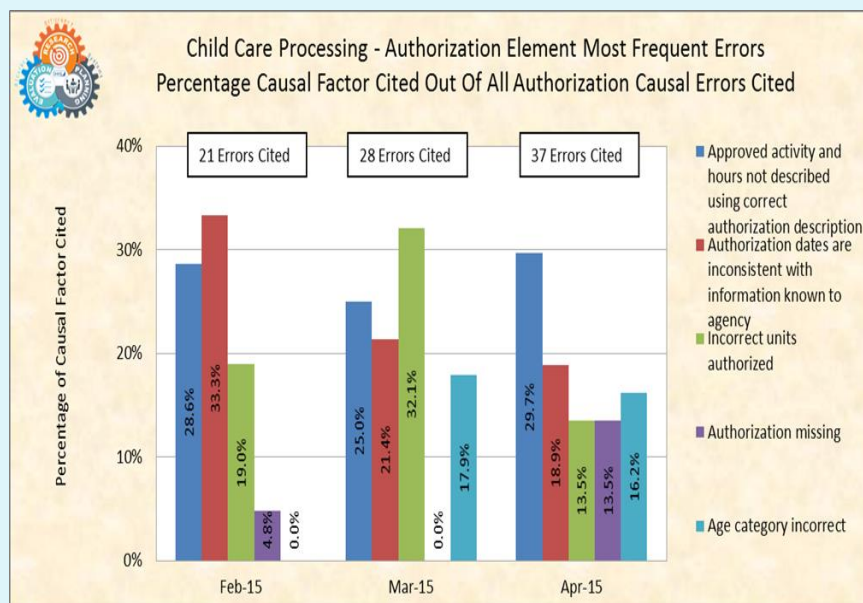
**Goal Statement:** The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.



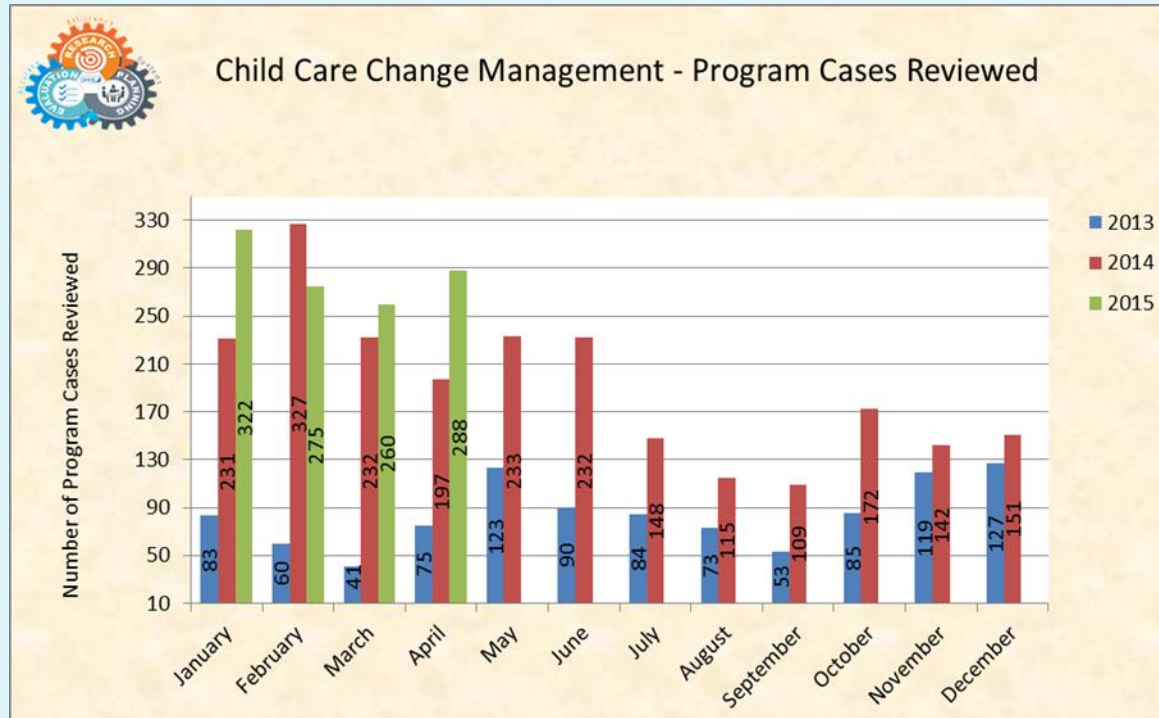
# Child Care: Processing



**Note:**  
Child Support Error break down can be found on Slide 26.



# Child Care Change Management Program Case Reads



## Child Care: Change Management

### Strengths/Accomplishments:

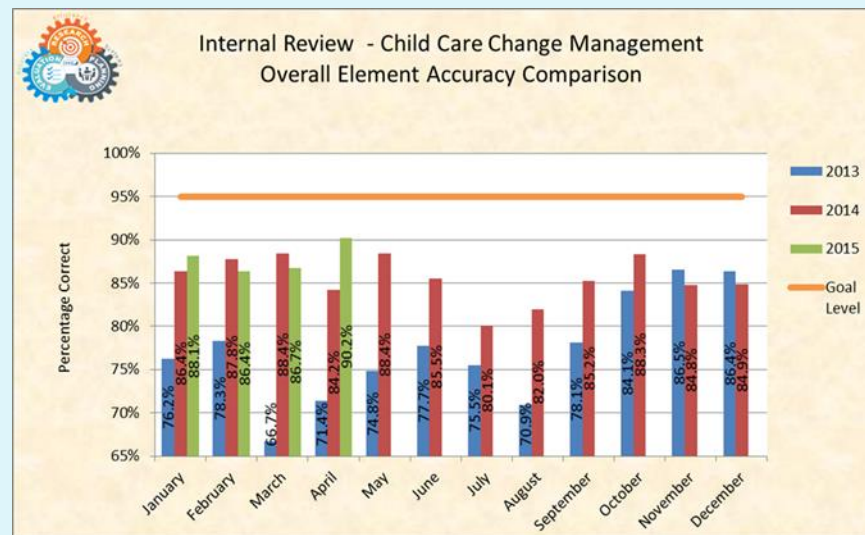
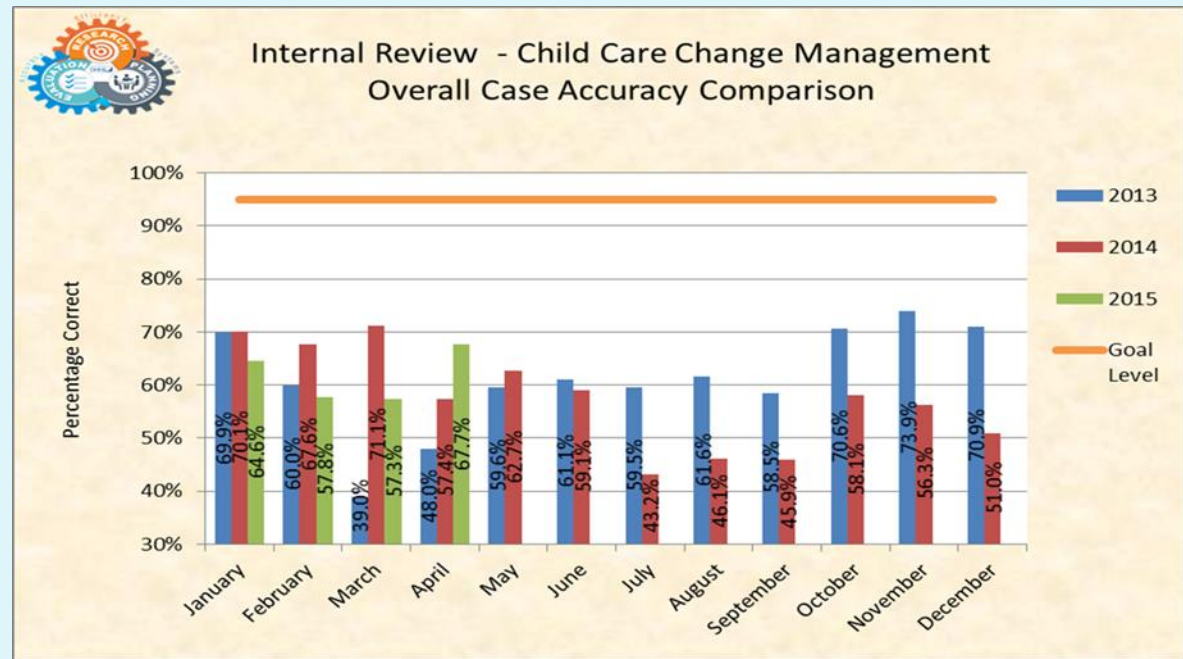
R.E.P. Released:

1. Child Care & Job Search: 4/27/2015

### Action Items:

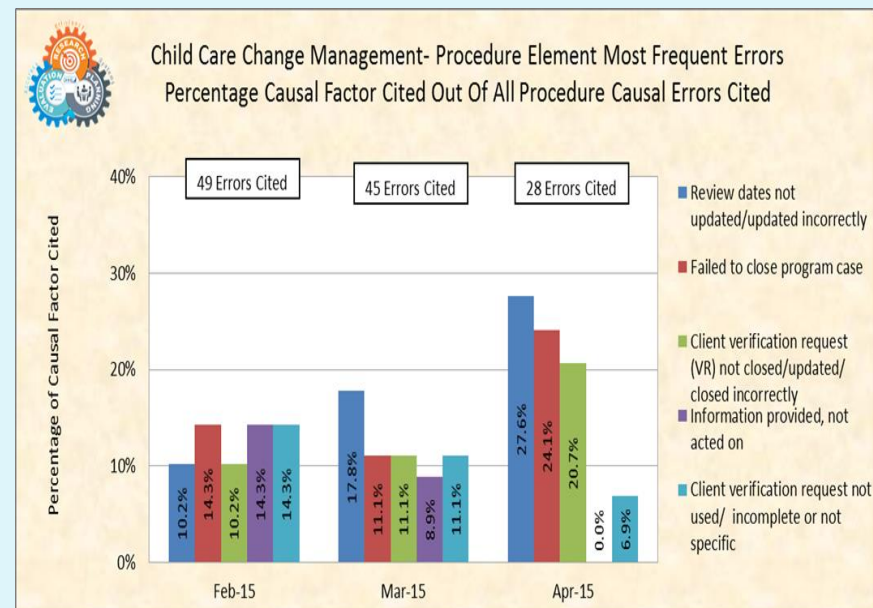
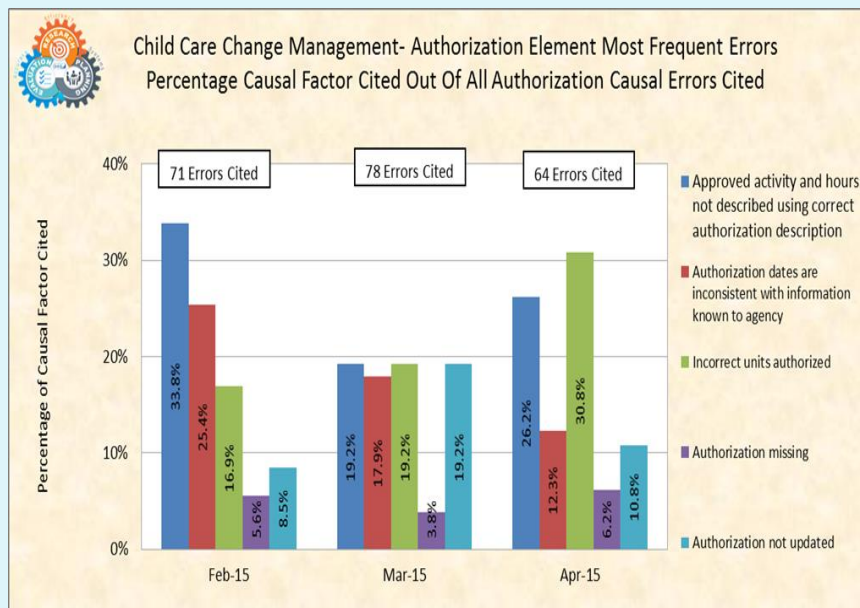
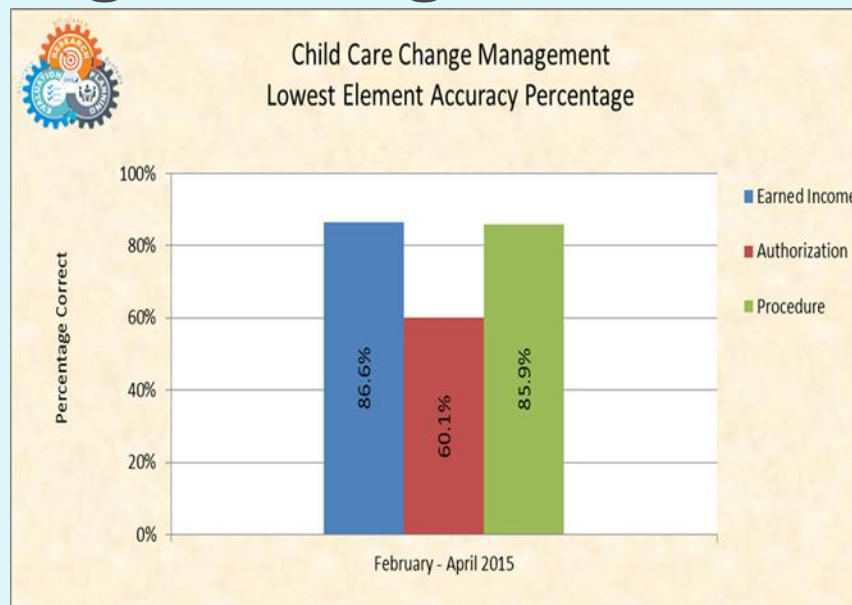
### Barriers:

**Goal Statement:** The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.



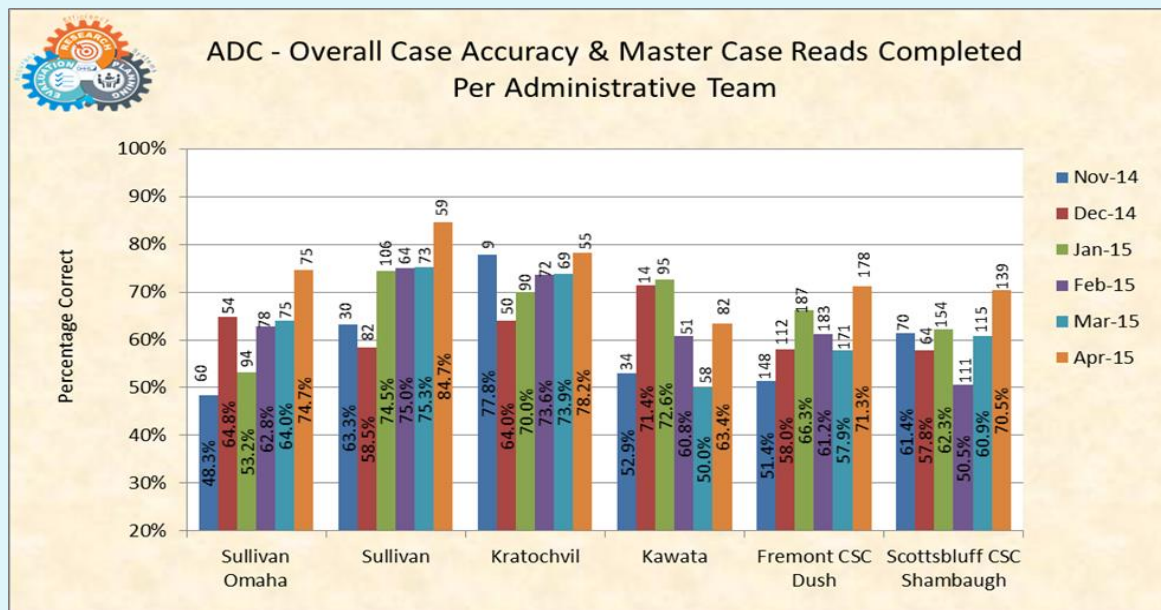
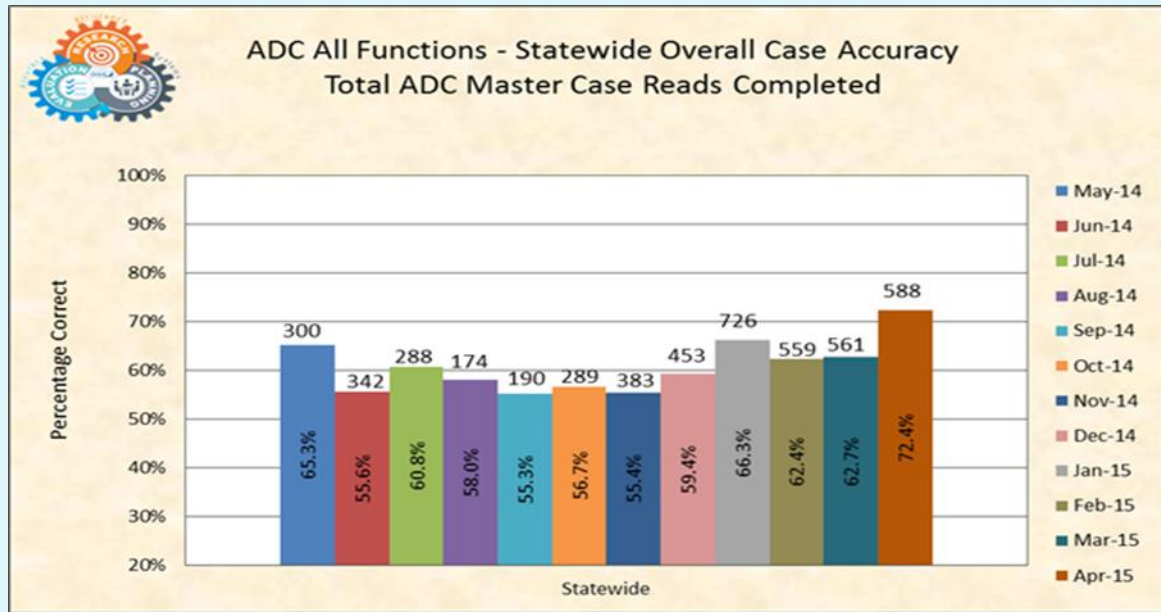


# Child Care: Change Management

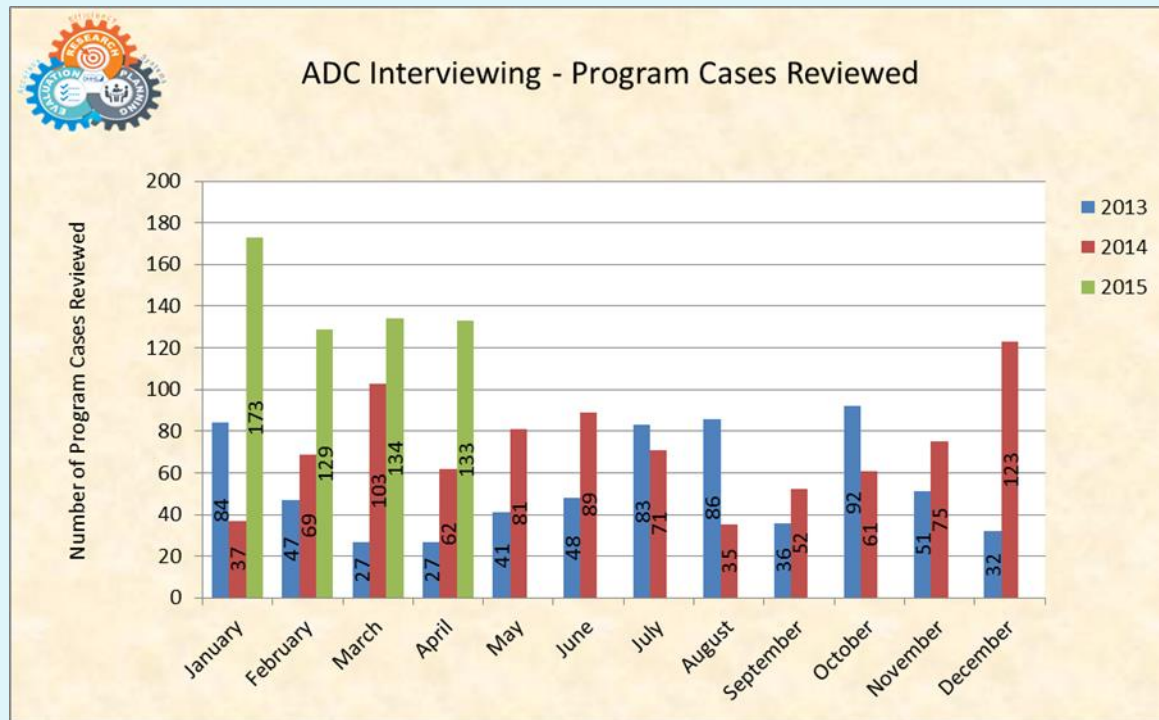




# Aid to Dependent Children Accuracy



# Aid to Dependent Children: Interviewing Program Case Reads



## Aid to Dependent Child : Interviewing

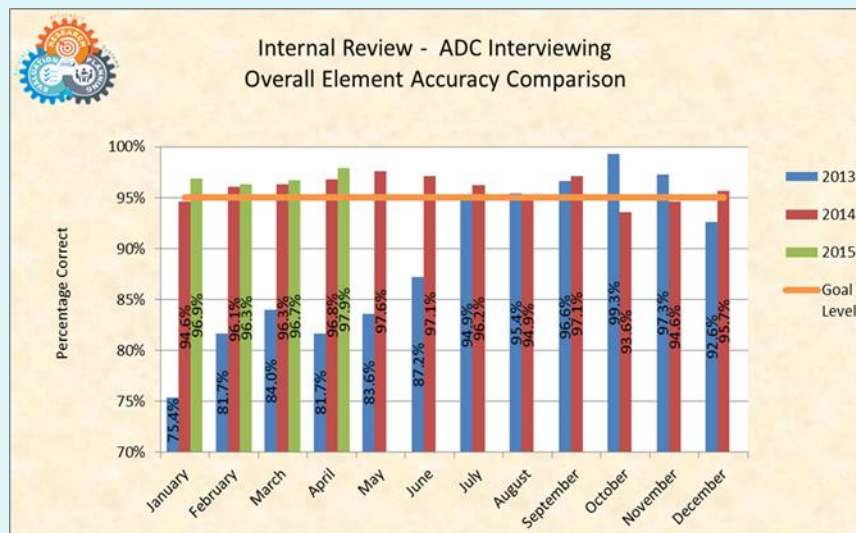
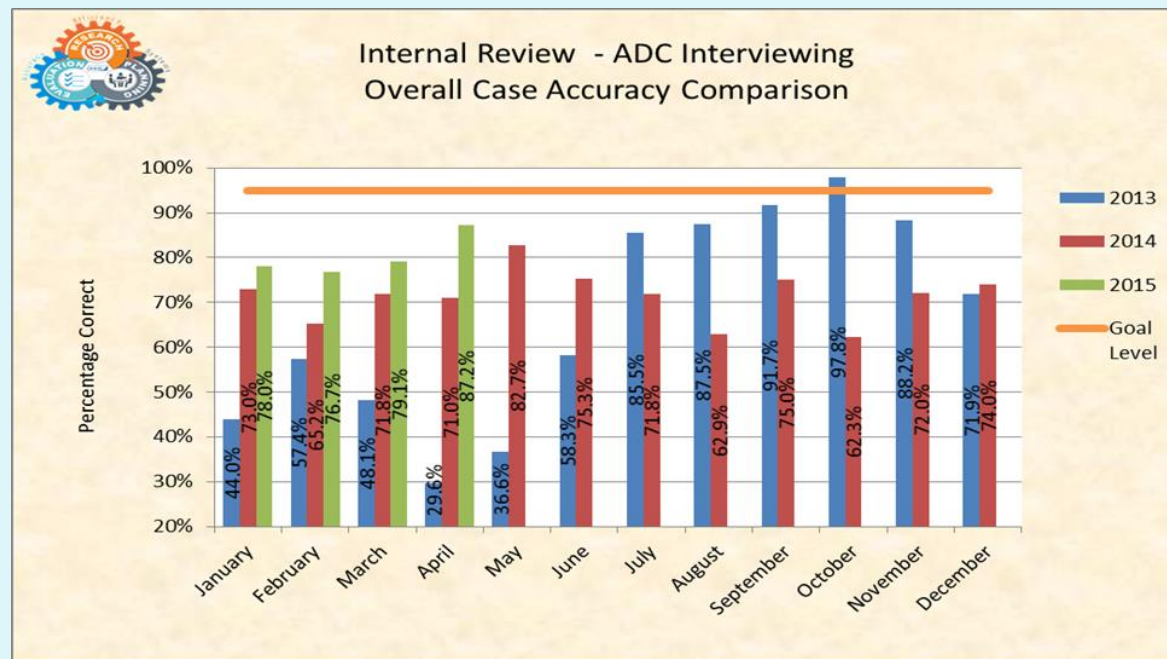
### Strengths/Accomplishments:

#### Action Items:

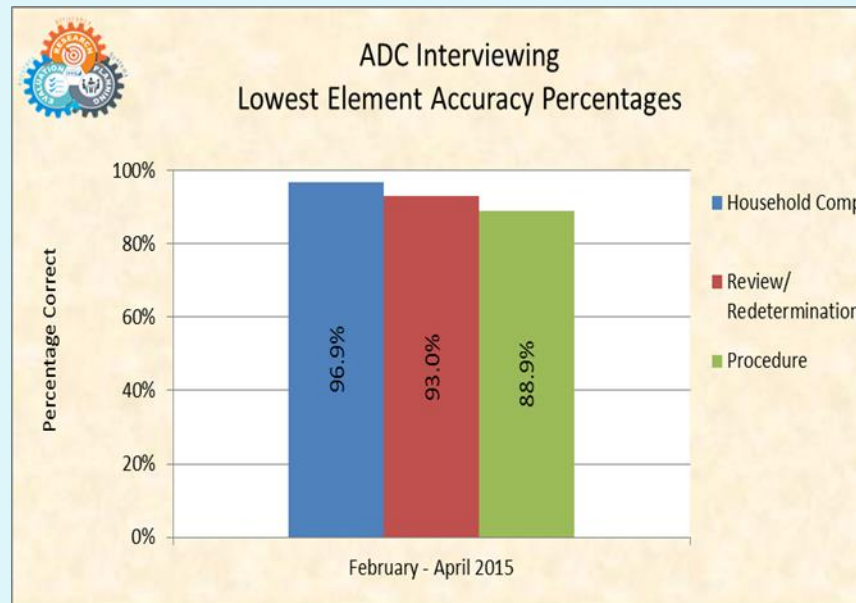
NFOCUS: Enhancements to the EF Auto Close program. When the EF case is automatically closed because of the ADC closing, make sure to only close the EF case of the ADC participants being closed

#### Barriers:

**Goal Statement:** The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.

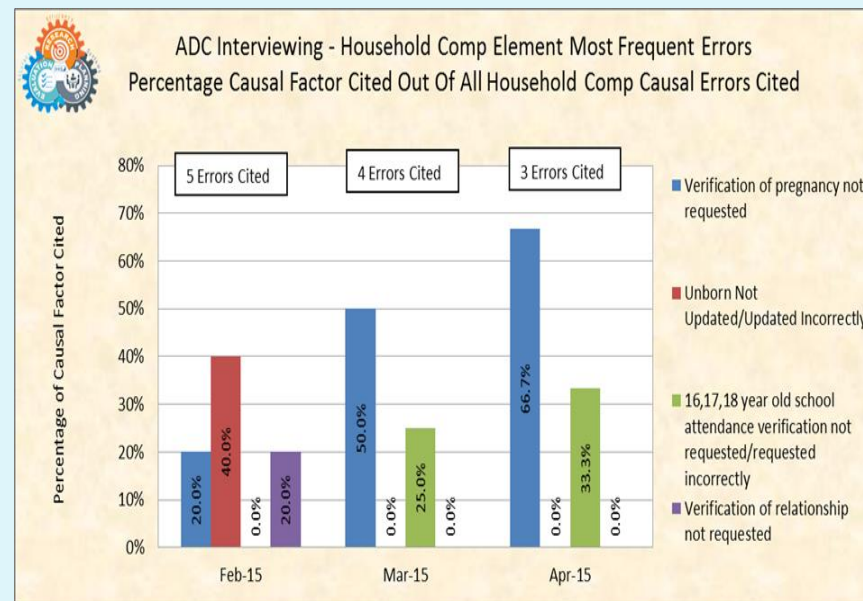
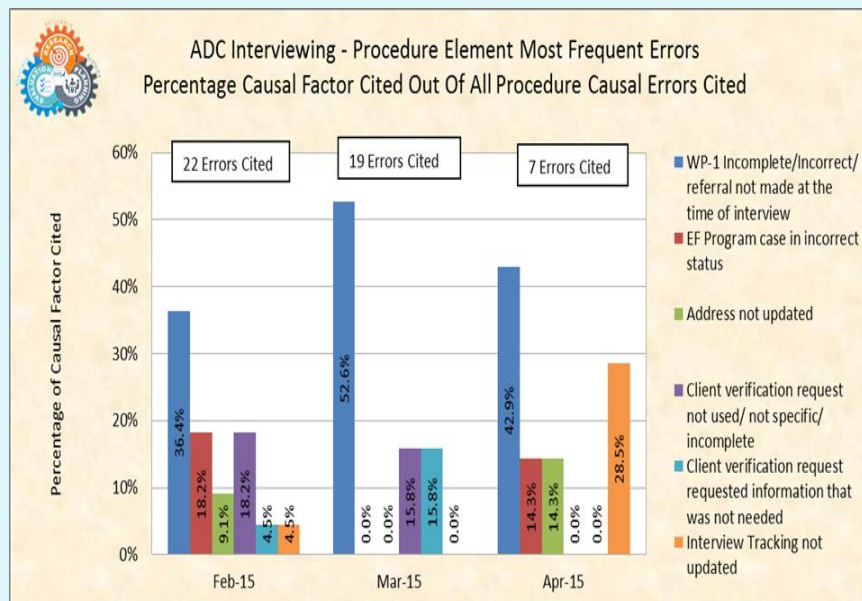


# Aid to Dependent Children: Interviewing



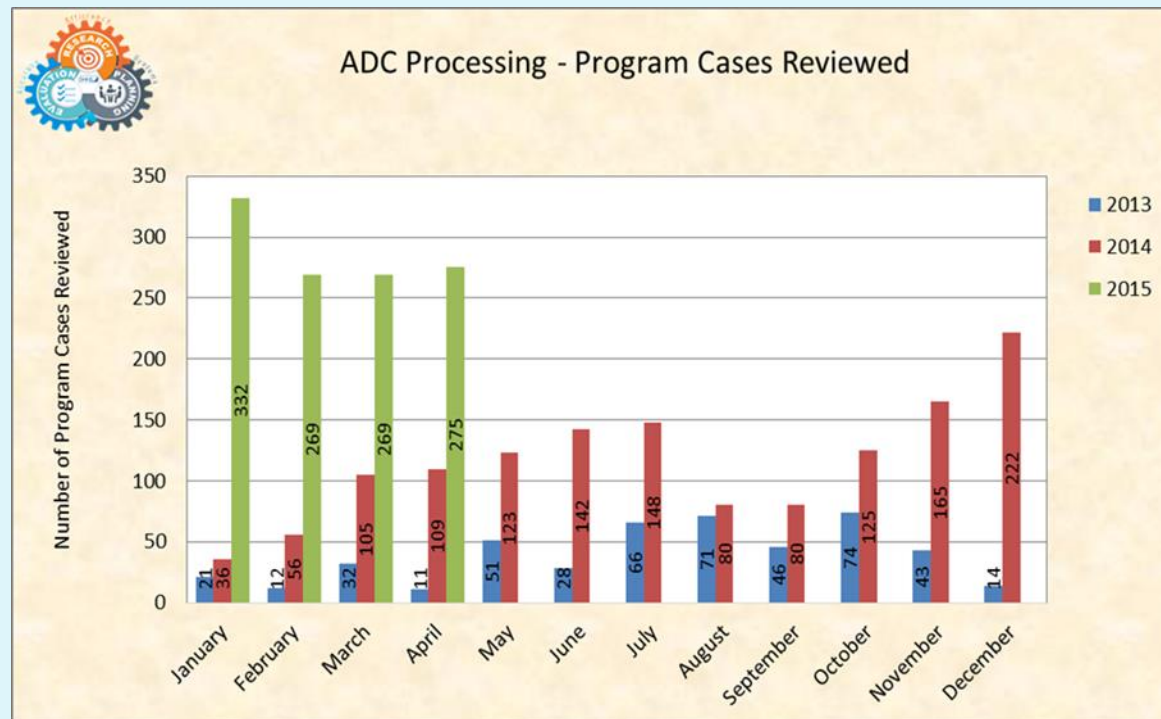
Note:

Review/Redetermination was called incorrect 100%, 2 Errors were cited.





# Aid to Dependent Children: Processing Program Case Reads





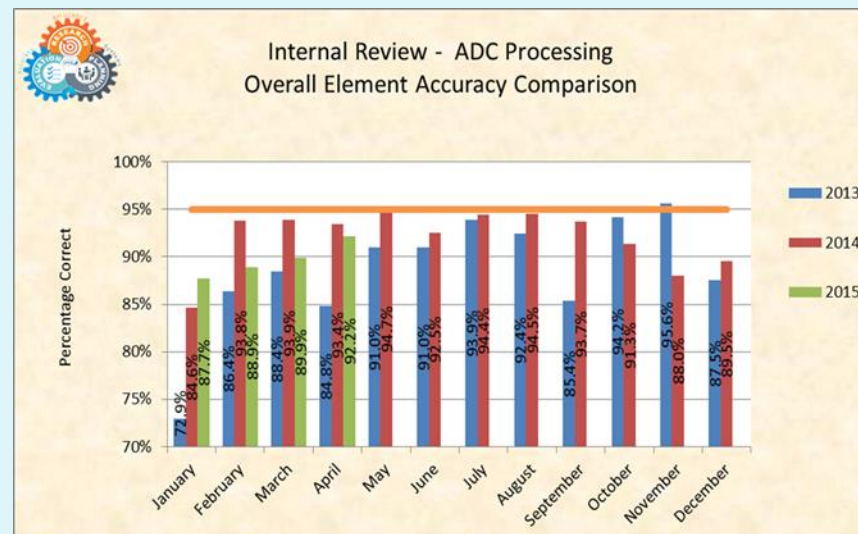
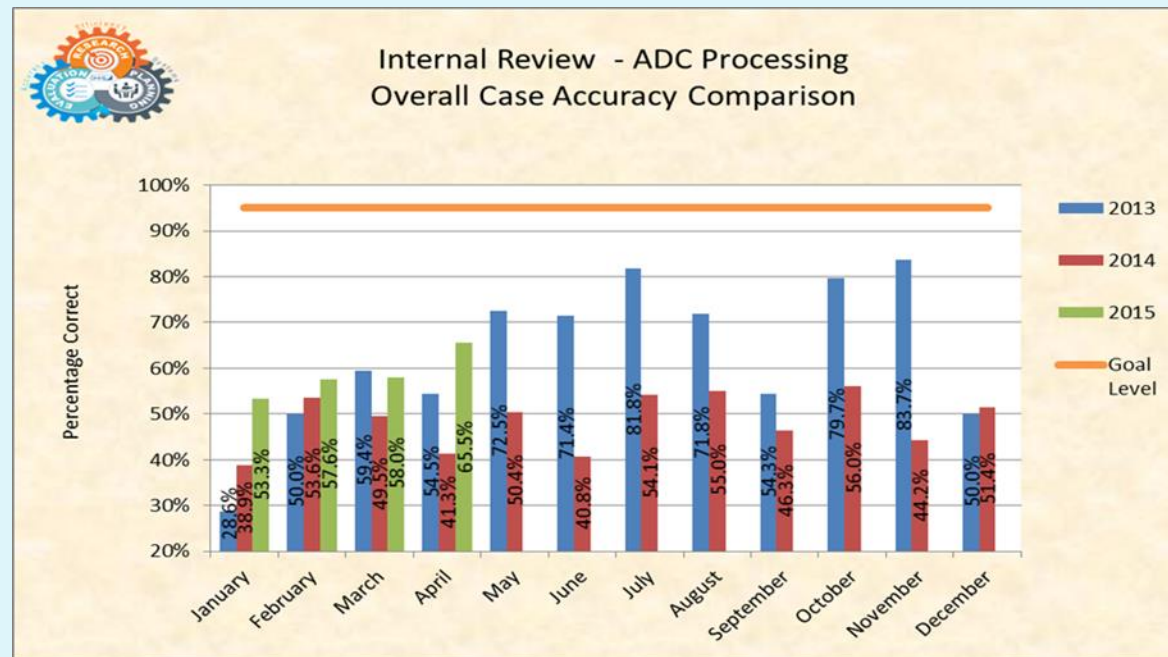
## Aid to Dependent Child : Processing

### Strengths/Accomplishments:

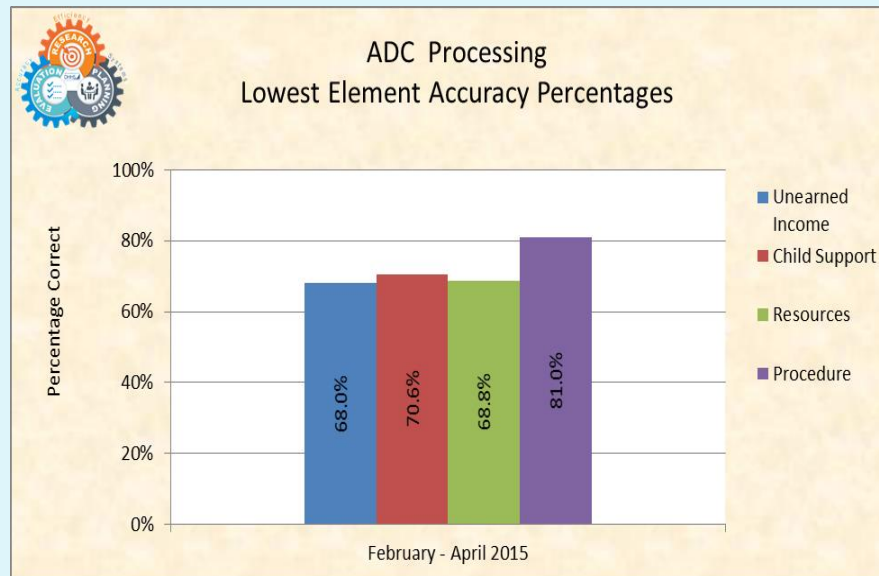
### Action Items:

### Barriers:

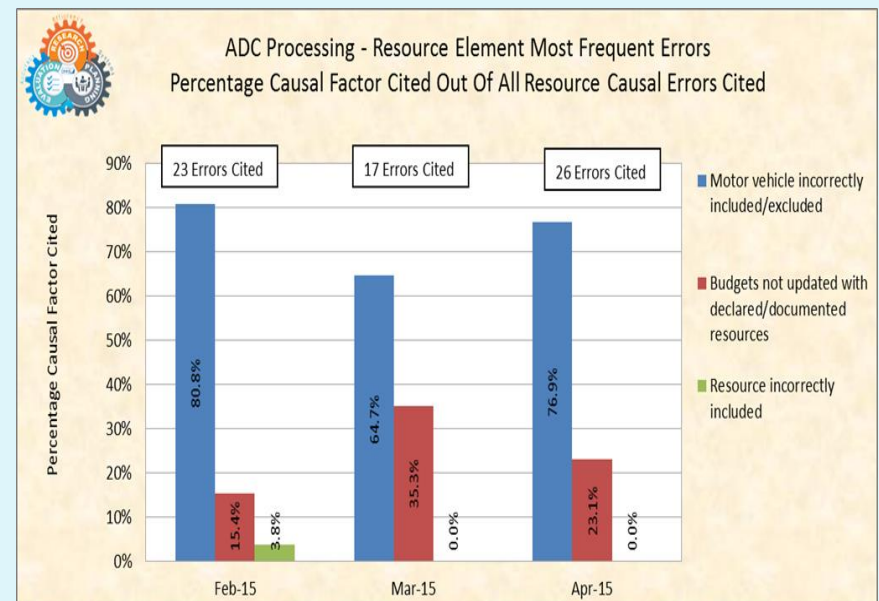
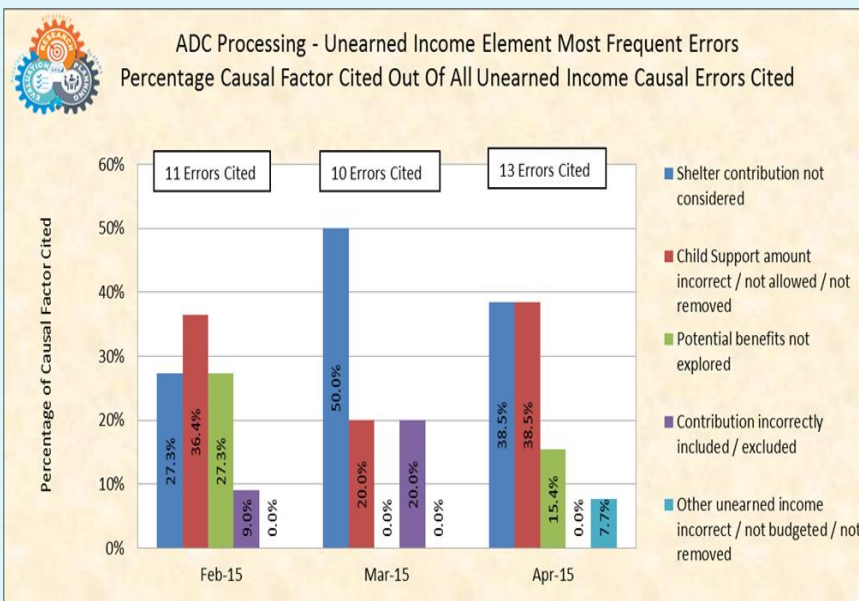
**Goal Statement:** The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



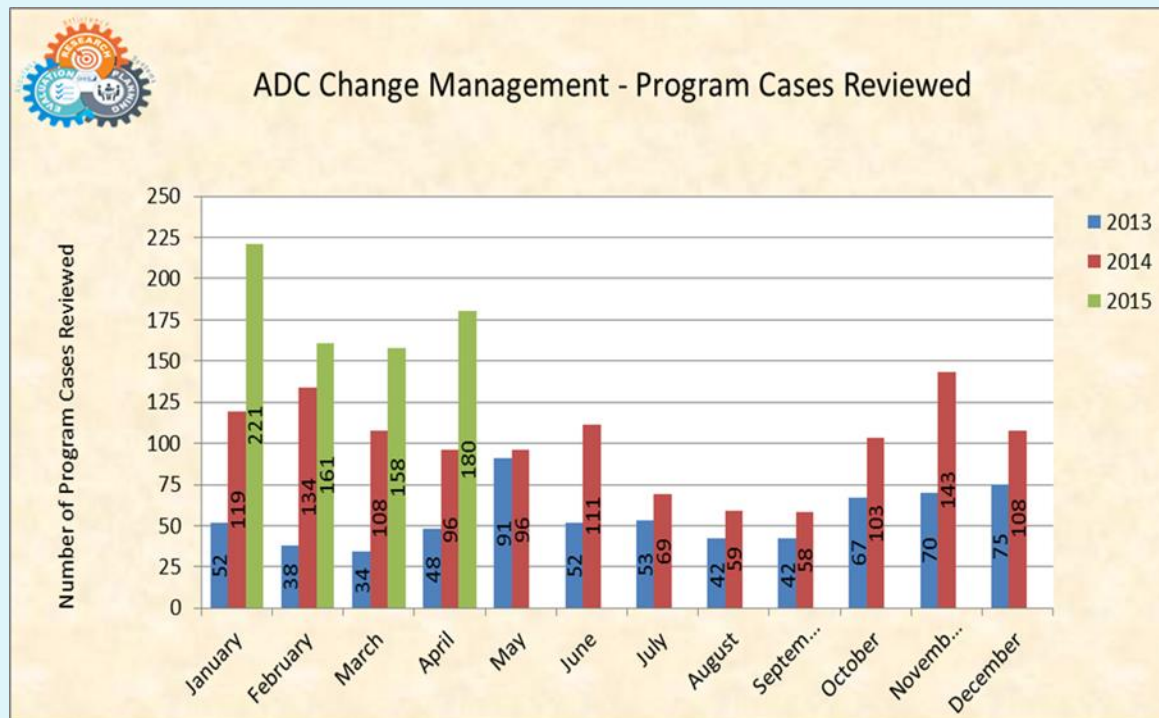
# Aid to Dependent Children: Processing



**Note:**  
Child Support Error break down can be found on Slide 26.



# Aid to Dependent Children: Change Management Program Case Reads



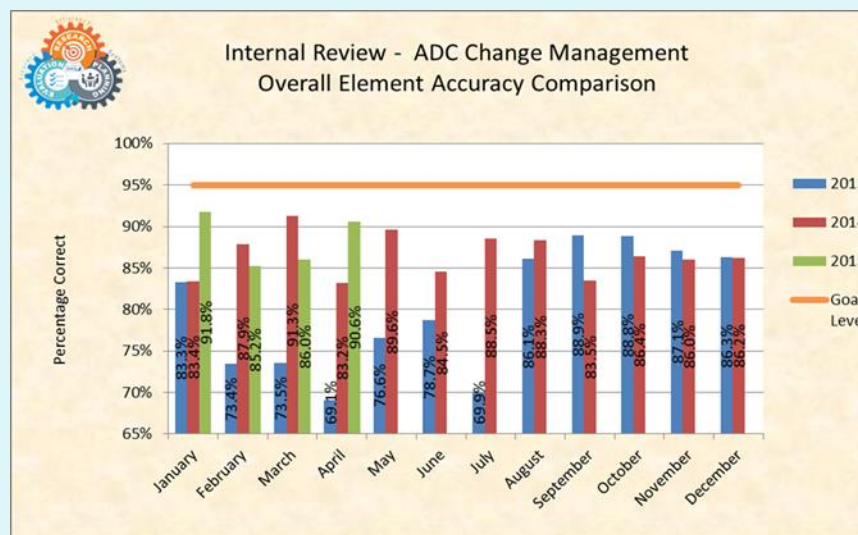
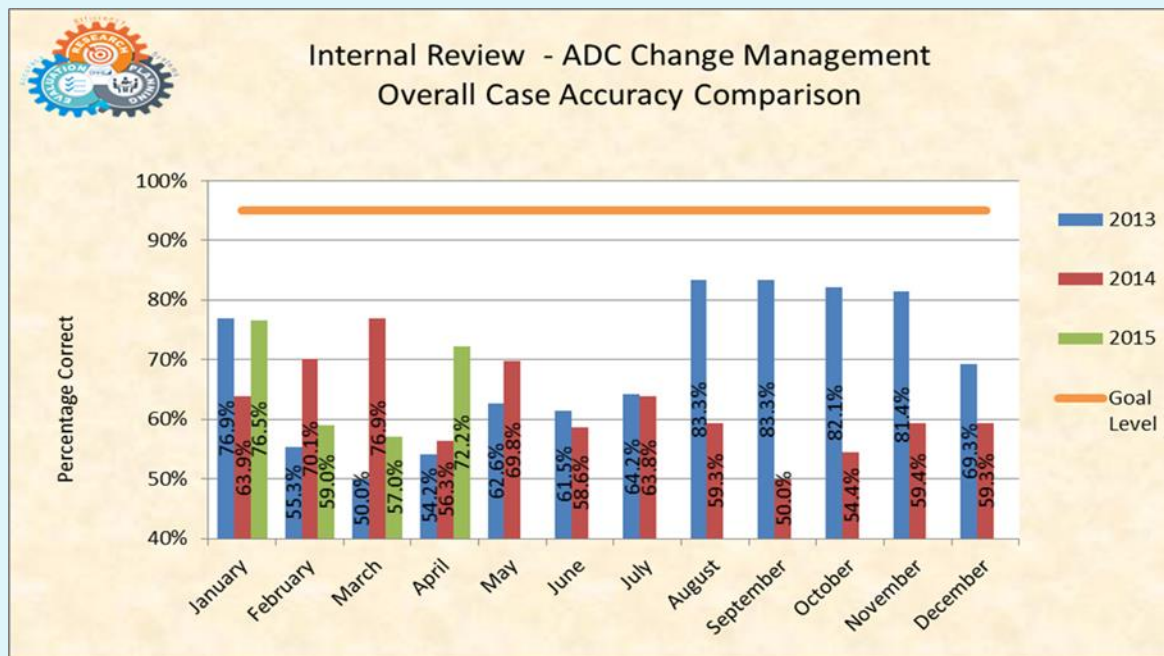
## Aid to Dependent Child : Change Management

### Strengths/Accomplishments:

### Action Items:

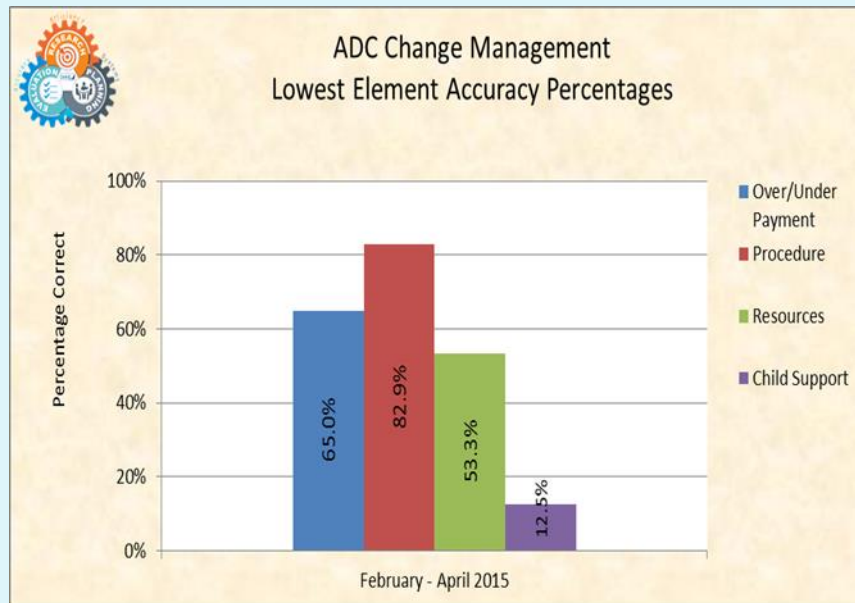
### Barriers:

**Goal Statement:** The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.





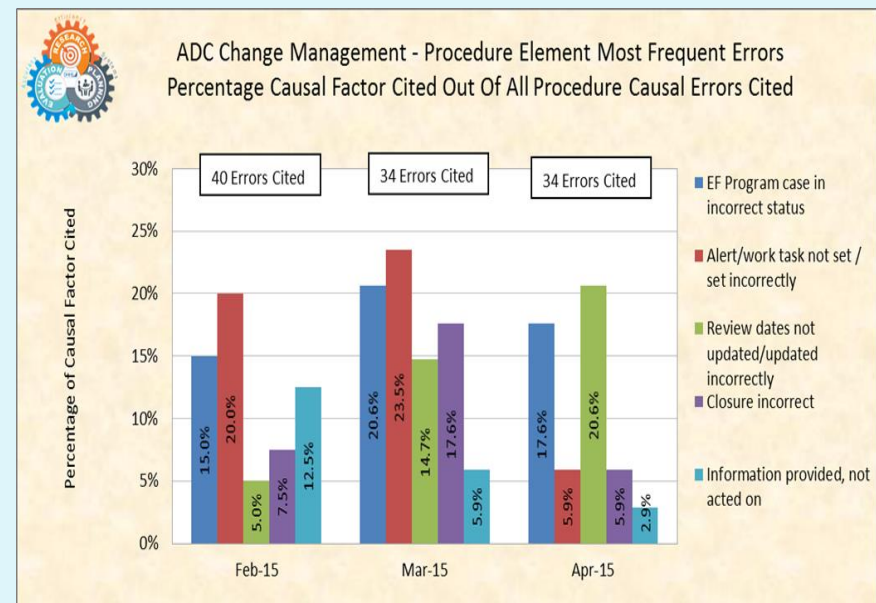
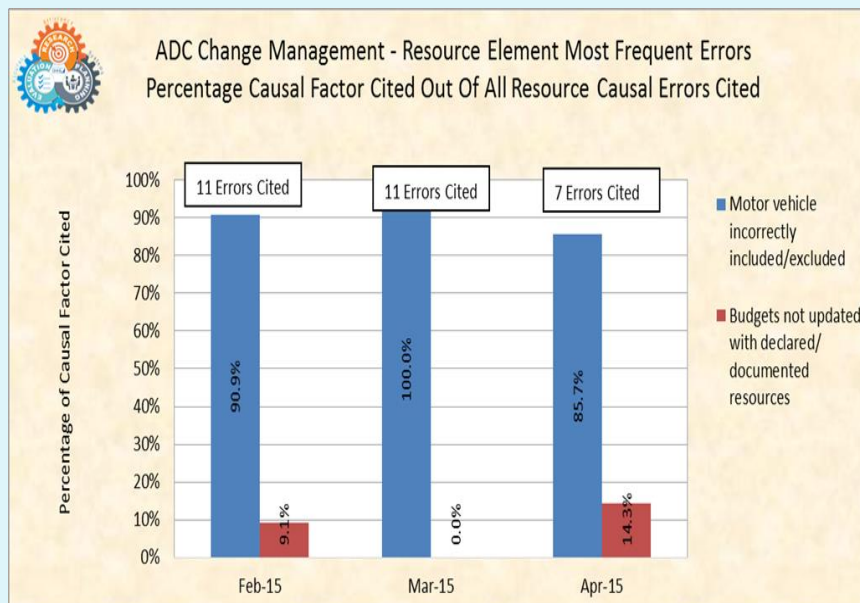
# Aid to Dependent Children: Change Management



**Note:**

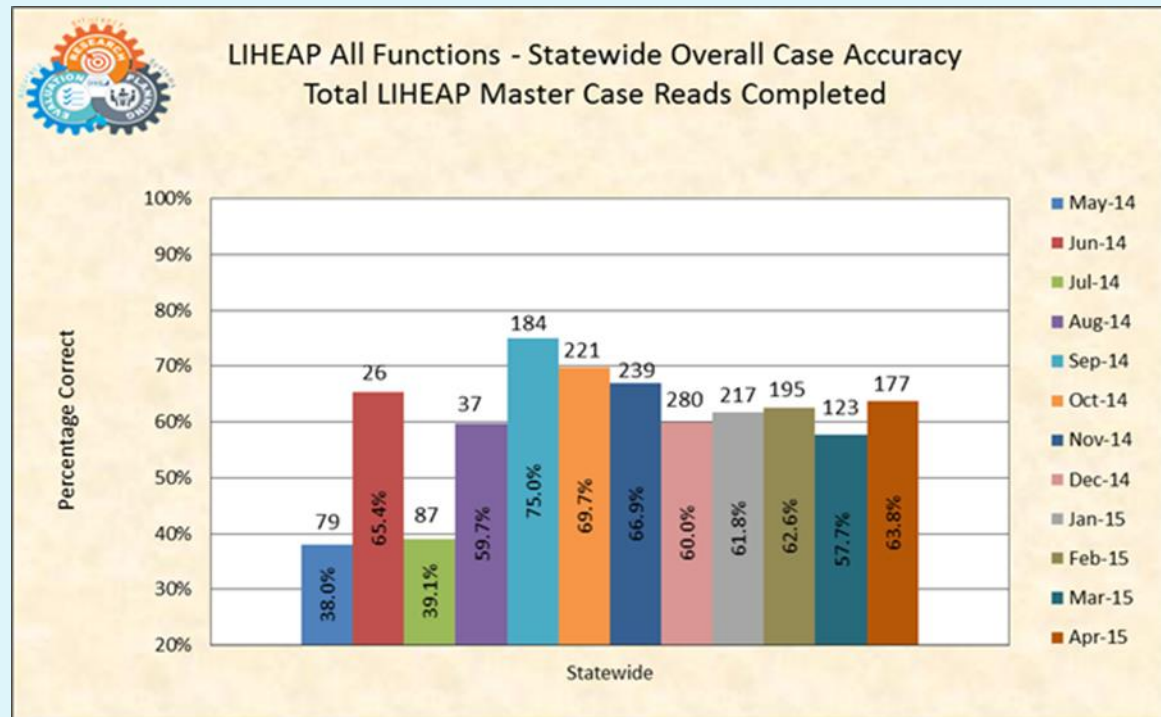
Child Support Error break down can be found on Slide 26.

Overpayment not identified was called incorrect 100%, 7 Errors were cited.

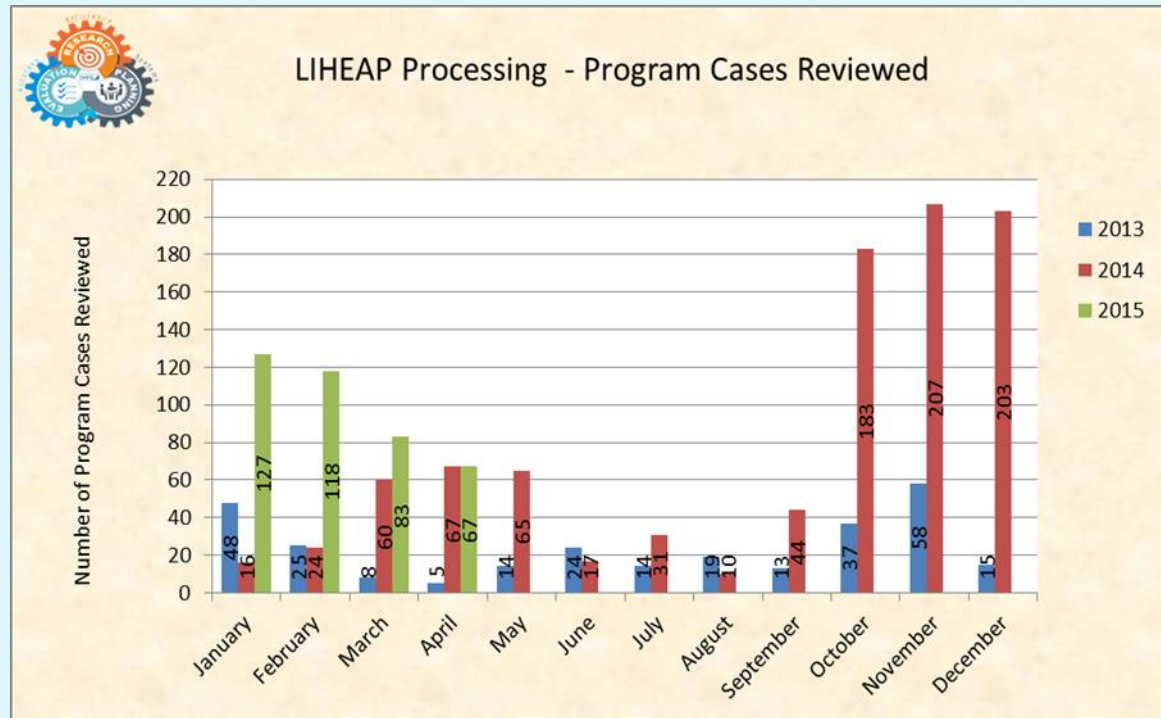




# Low-Income Home Energy Assistance Program: Accuracy



# Low-Income Home Energy Assistance Program Processing Program Case Reads



## Low Income Home Energy Assistance Program: Processing

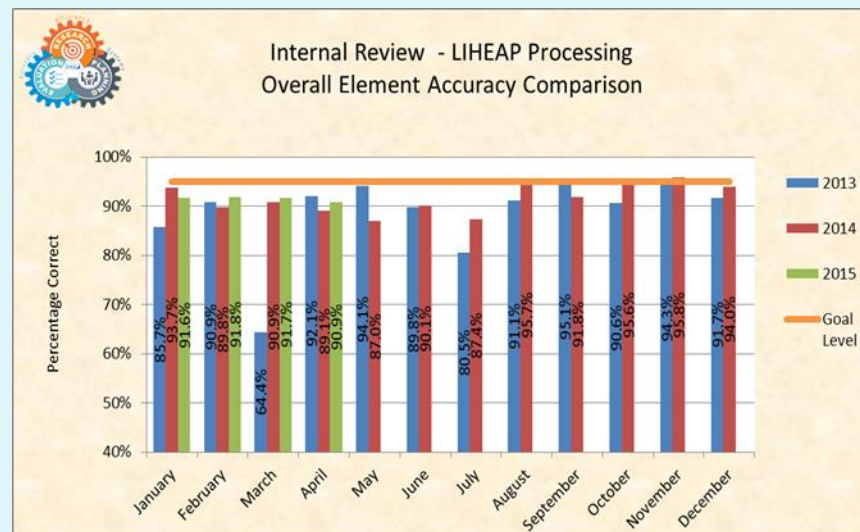
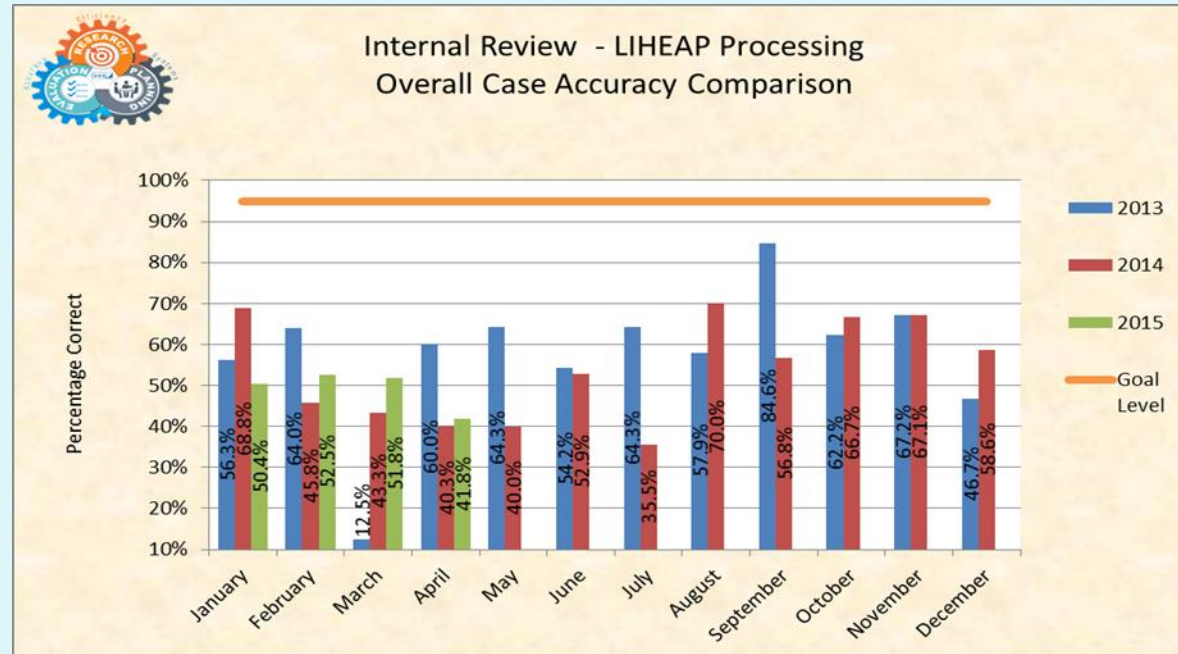
### Strengths/Accomplishments:

### Action Items:

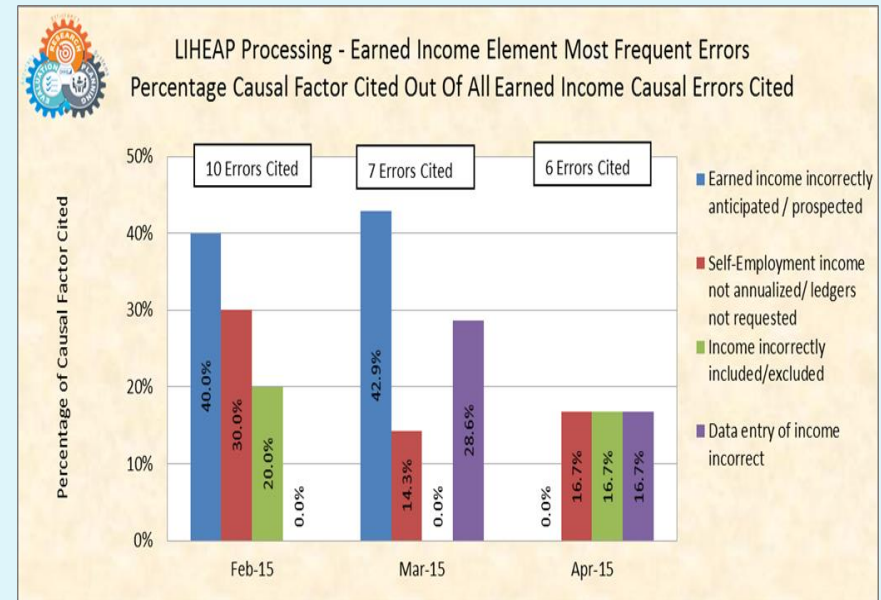
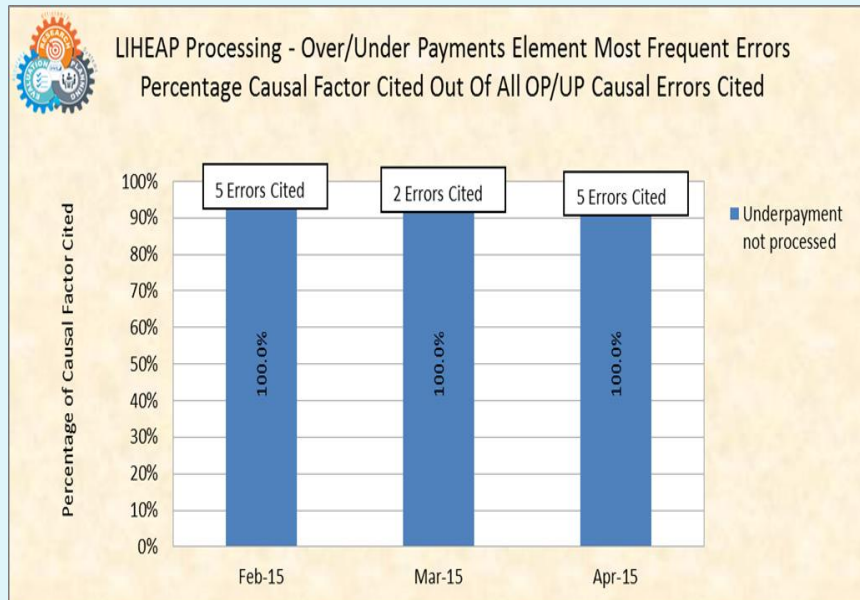
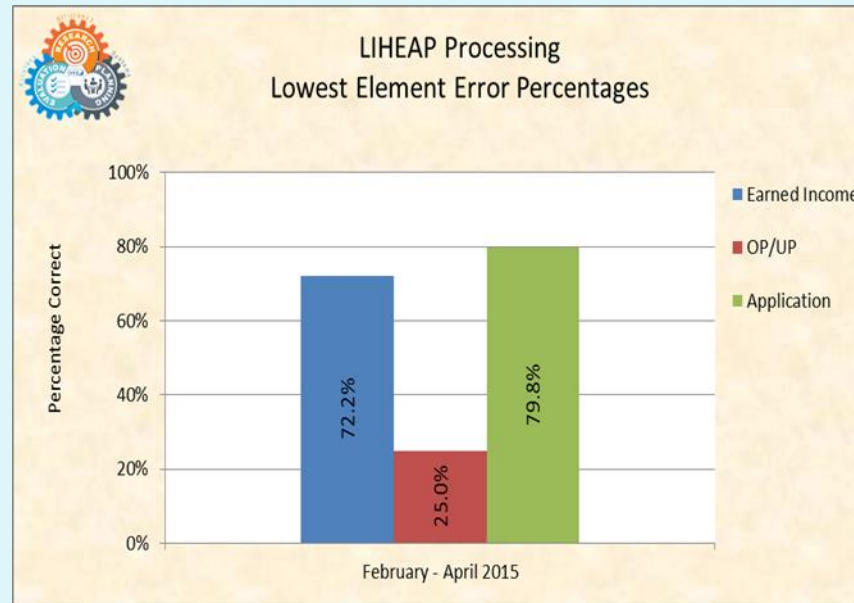
NFOCUS: LIHEAP Enhancement Project to track crisis assistance denials and crisis assistance that includes an Expert System generated notice with the denial reason being required. LIHEAP is also being added to the Client Benefit Inquiry which will allow users to view online the status for their LIHEAP request.

### Barriers:

**Goal Statement:** The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.

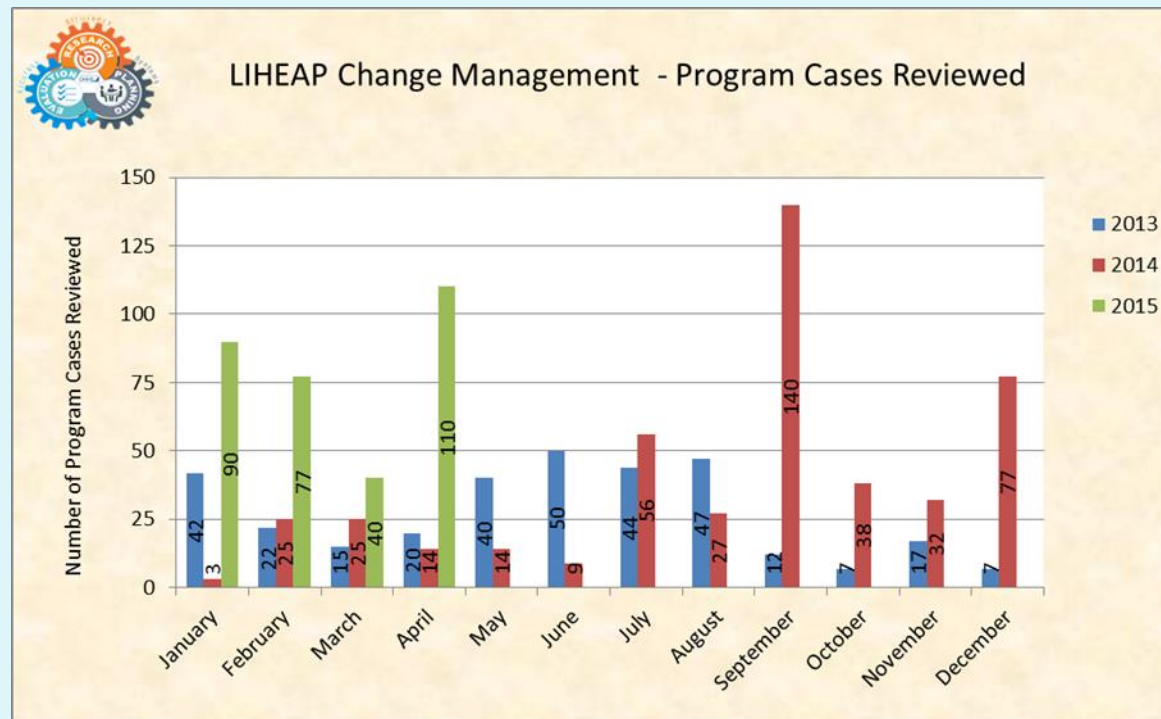


# Low Income Home Energy Assistance Program: Processing





# Low-Income Home Energy Assistance Program: Change Management Program Case Reads



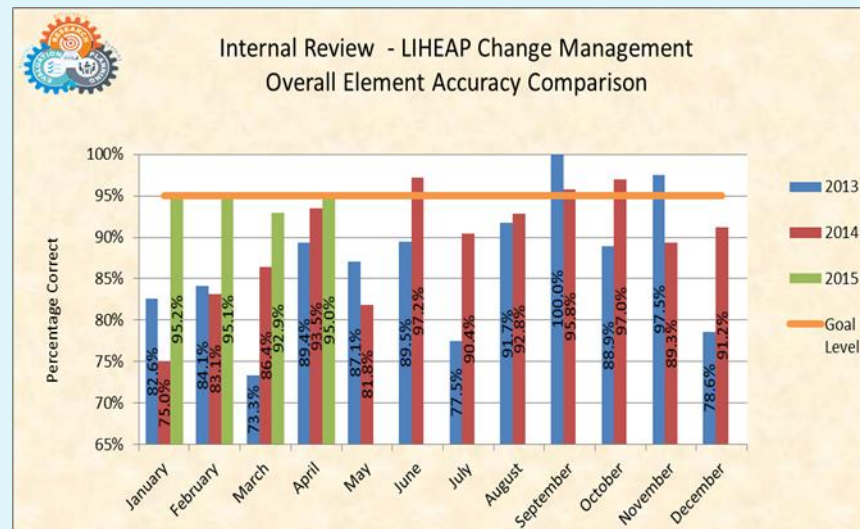
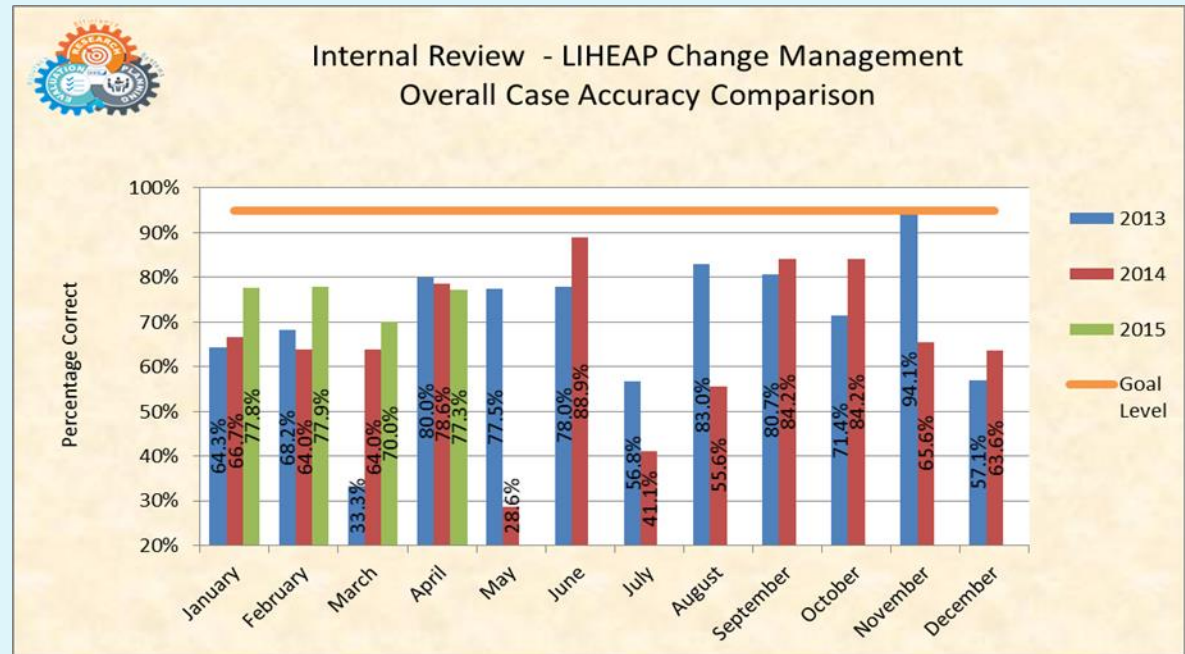
## Low Income Energy Assistance Program: Change Management

### Strengths/Accomplishments:

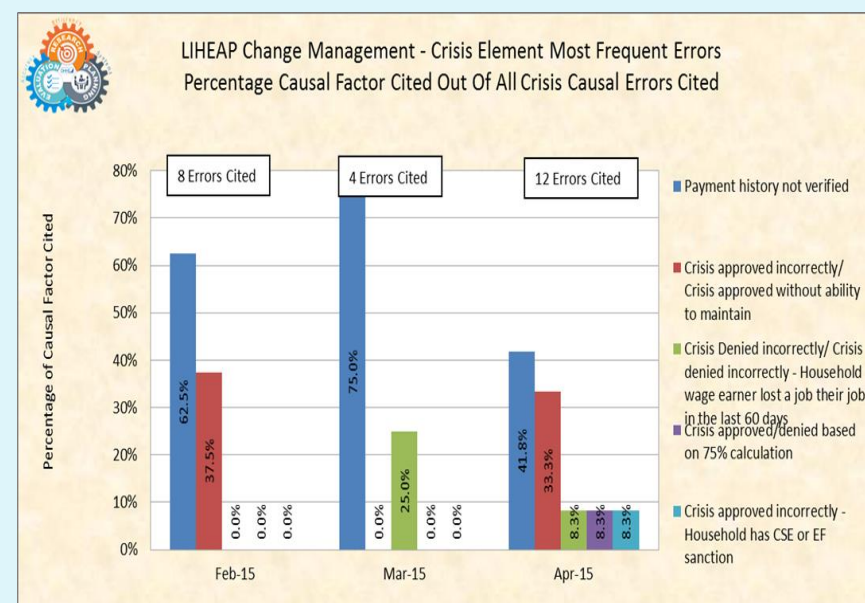
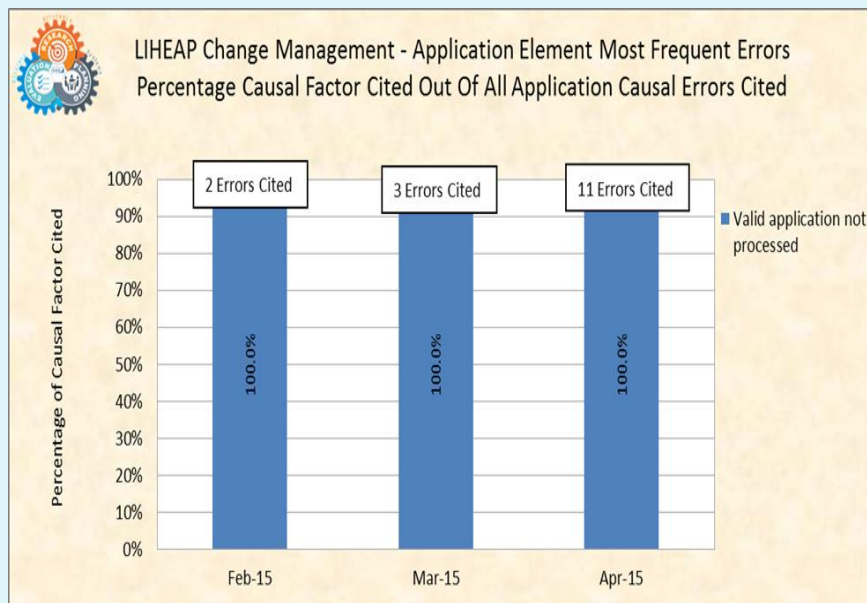
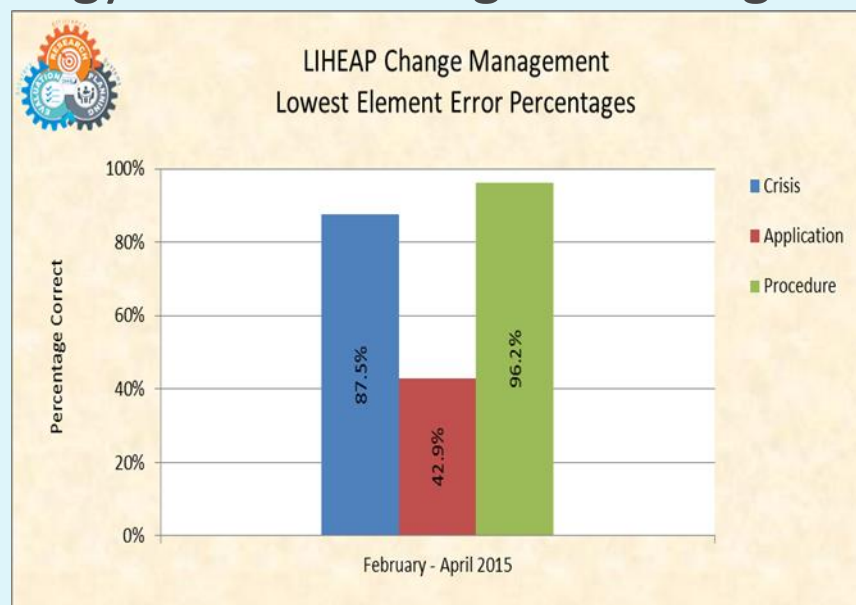
### Action Items:

### Barriers:

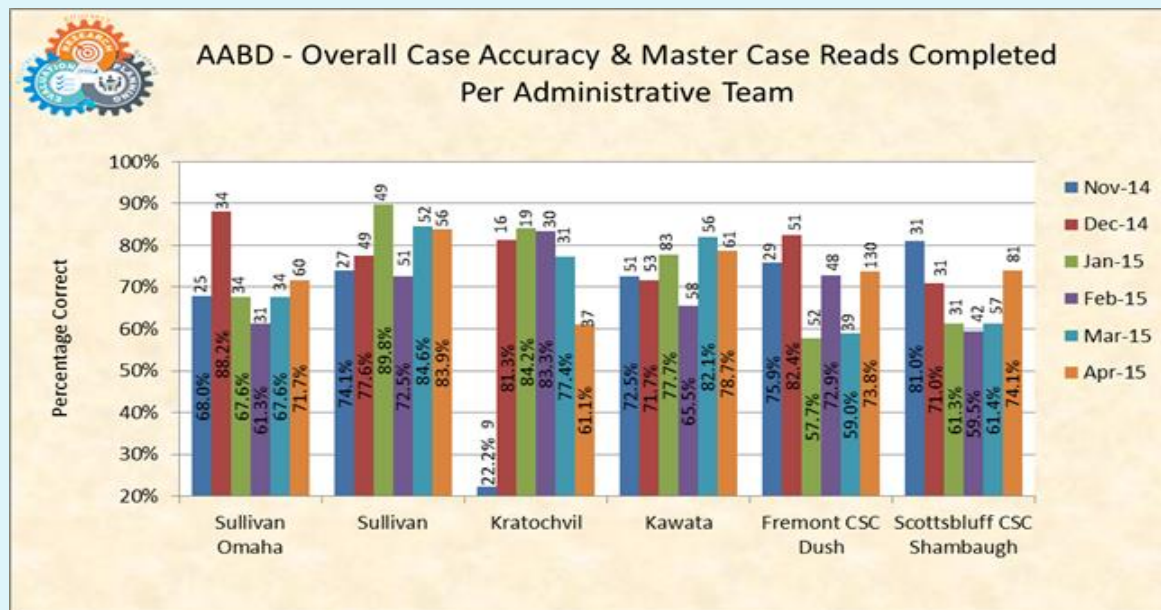
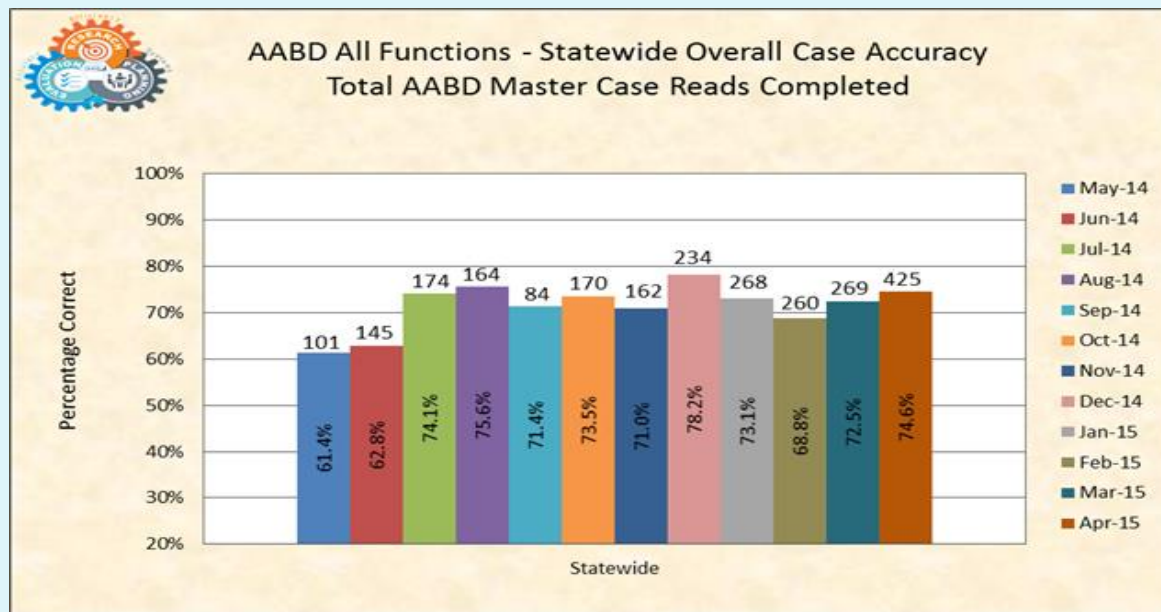
**Goal Statement:** Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



# Low-Income Home Energy Assistance Program: Change Management

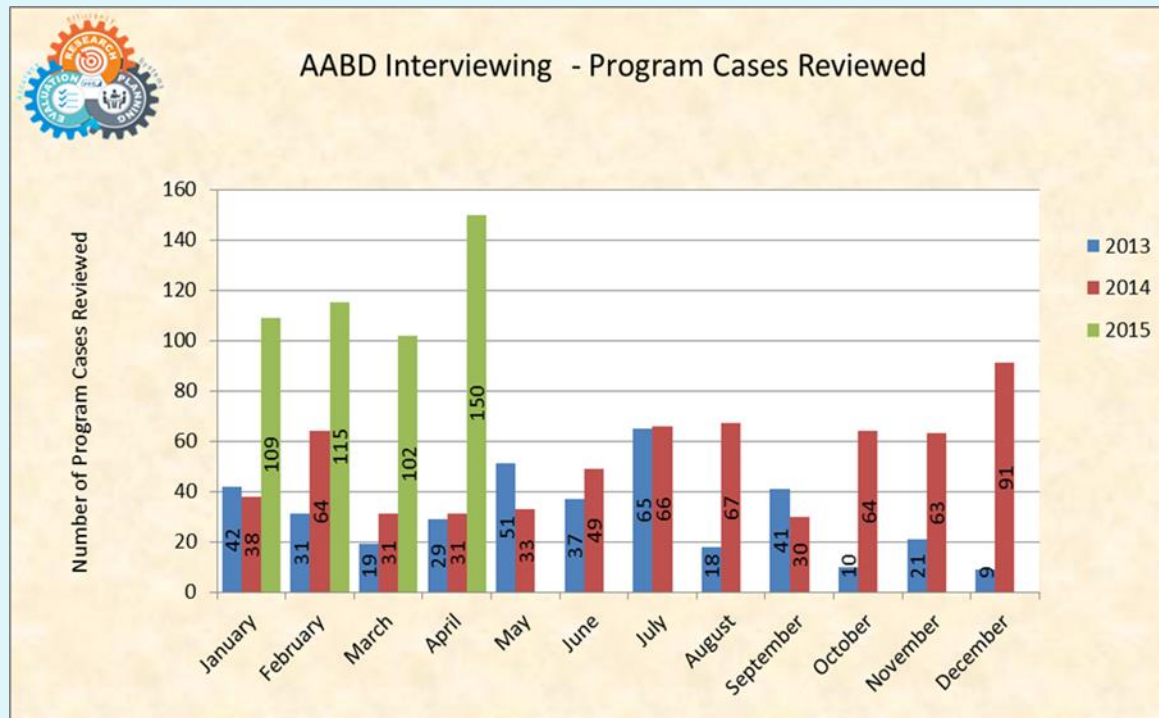


# Assistance to the Aged, Blind, or Disabled Payment Accuracy





# Assistance to the Aged, Blind, or Disabled Payment: Interviewing Case Reads



## Assistance to the Aged, Blind, or Disabled Payment: Interviewing

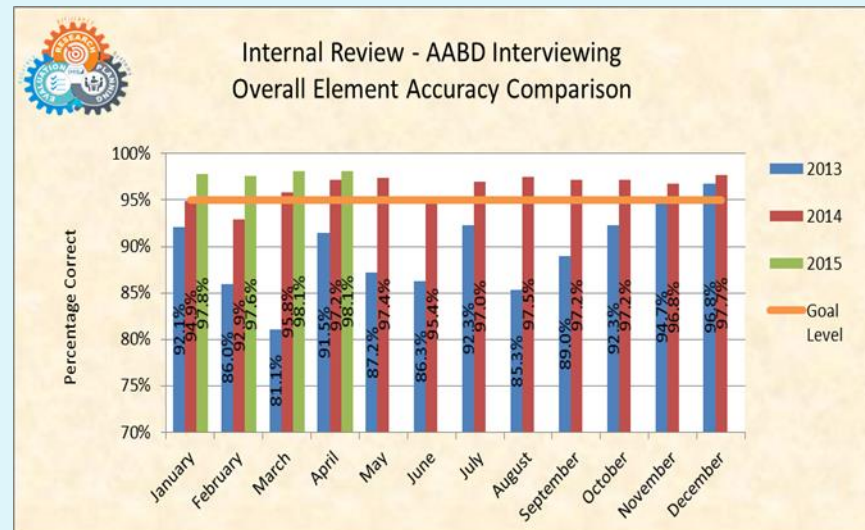
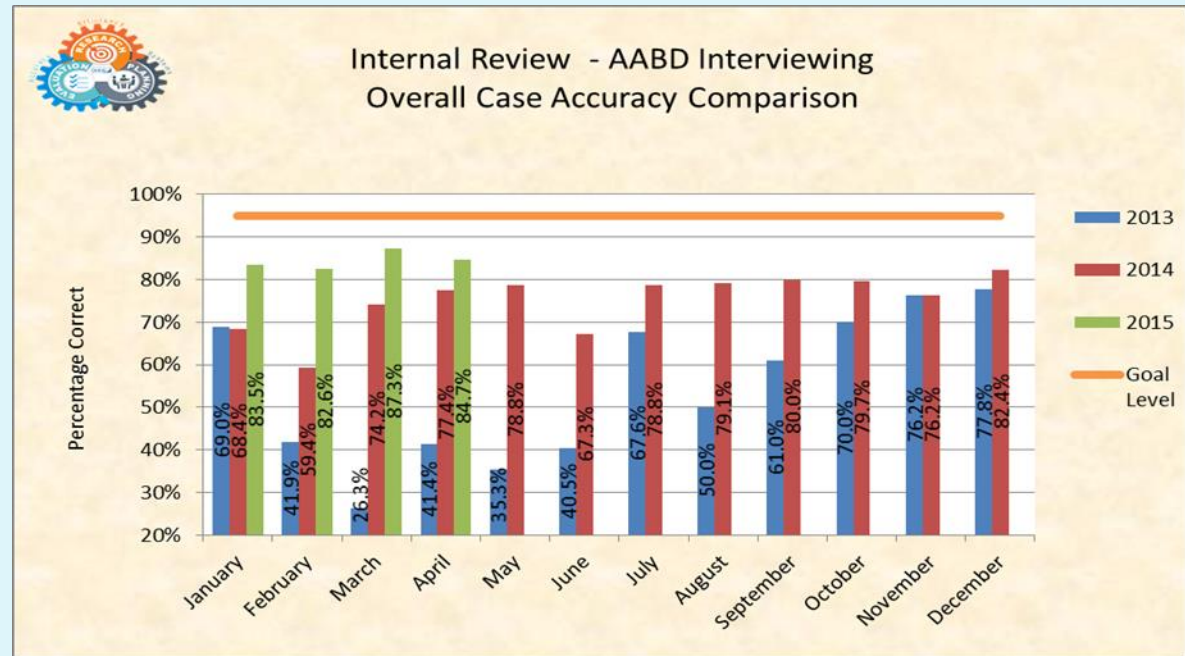
### Strengths/Accomplishments:

### Action Items:

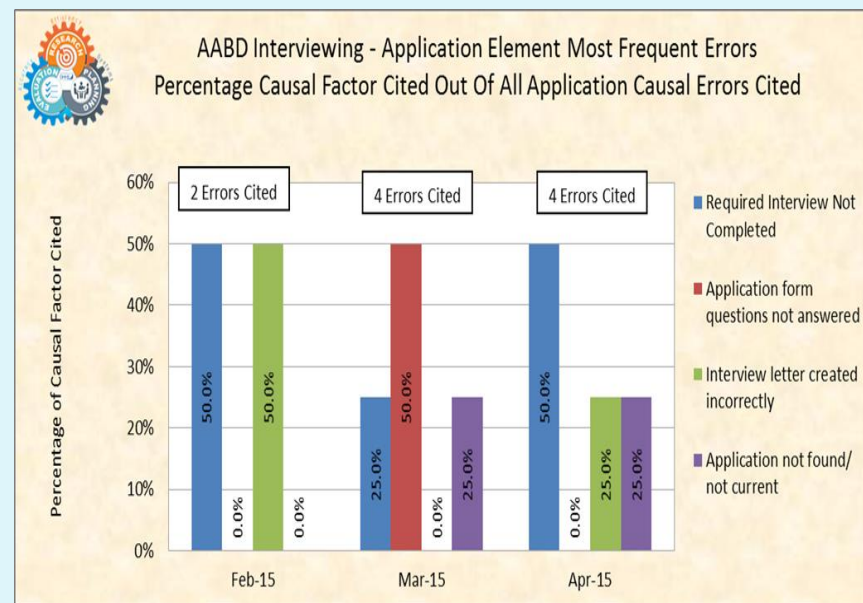
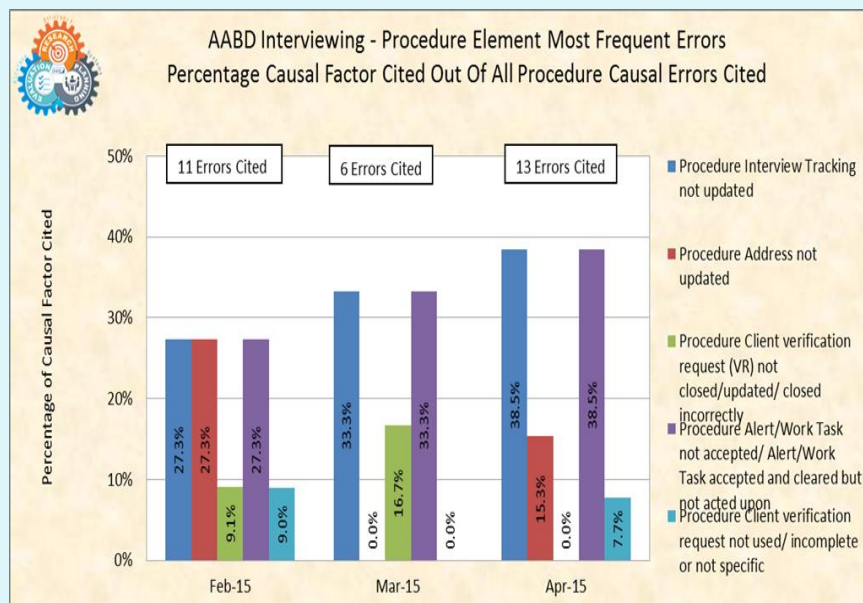
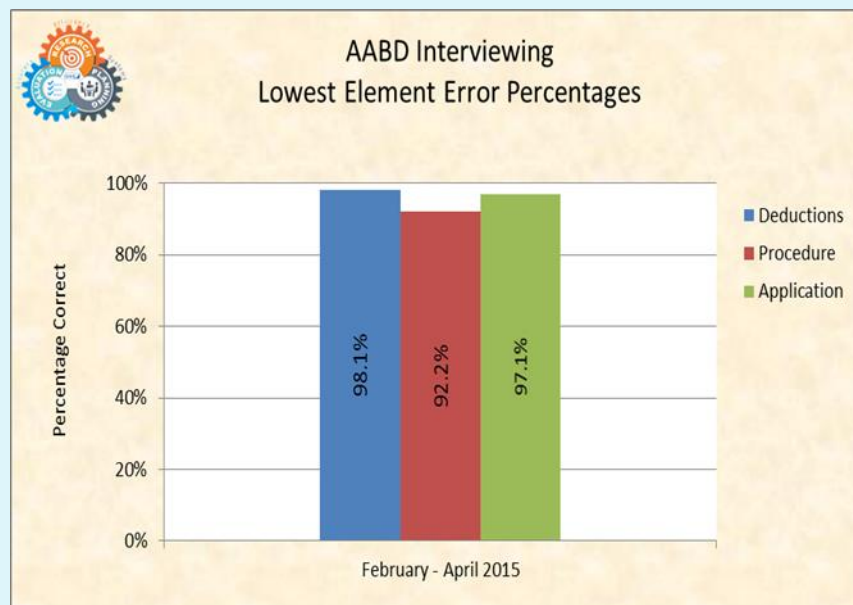
NFOCUS: AABD payment is being added to the Do I Qualify screening tool for July.

### Barriers:

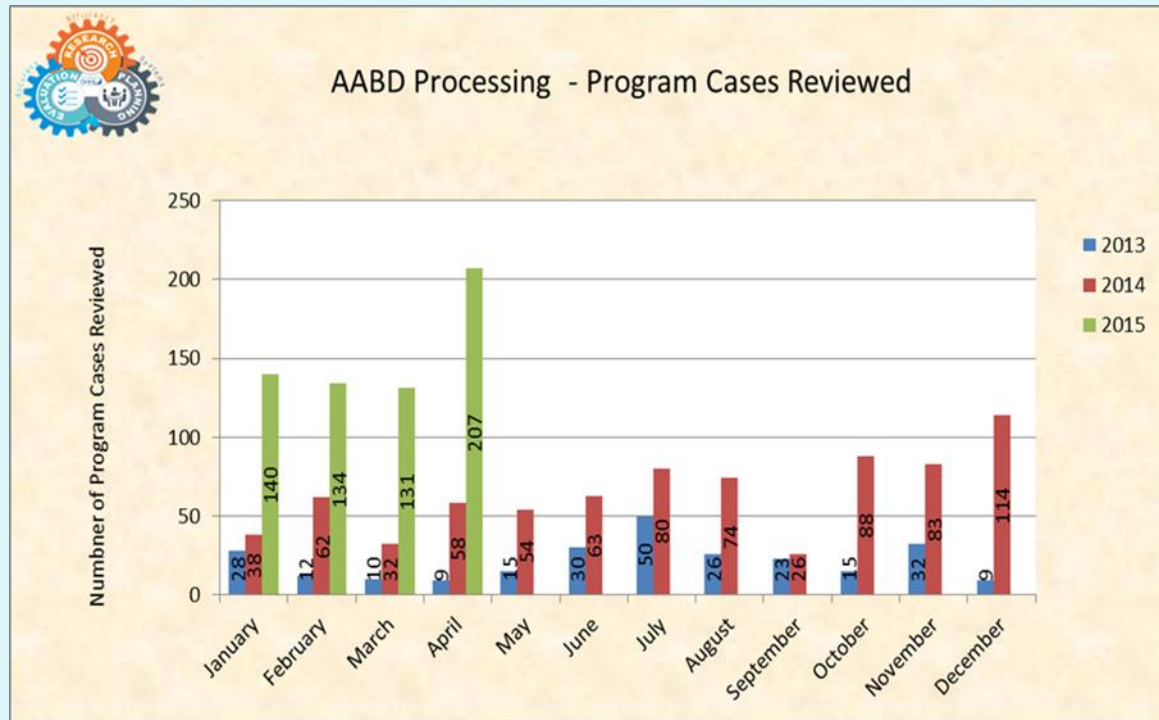
**Goal Statement:** The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



# Assistance to the Aged, Blind, or Disabled Payment: Interviewing



# Assistance to the Aged, Blind, or Disabled Payment: Processing Program Case Reads





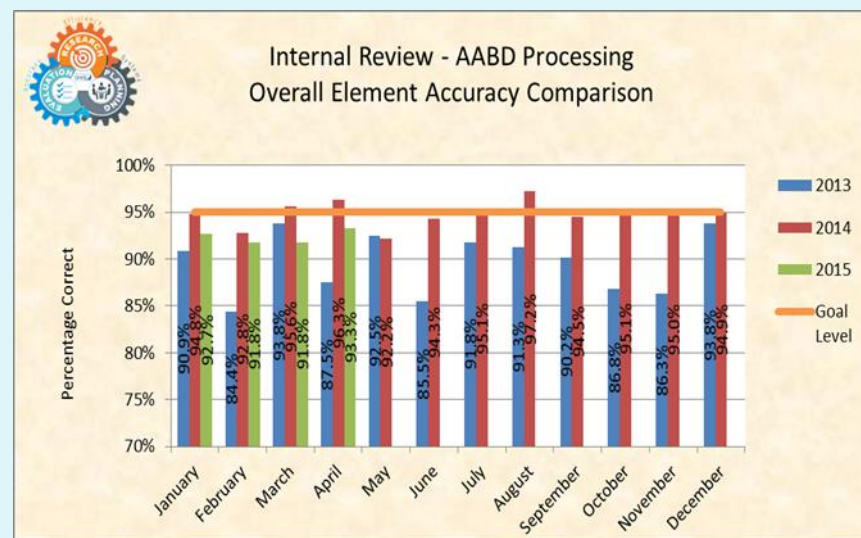
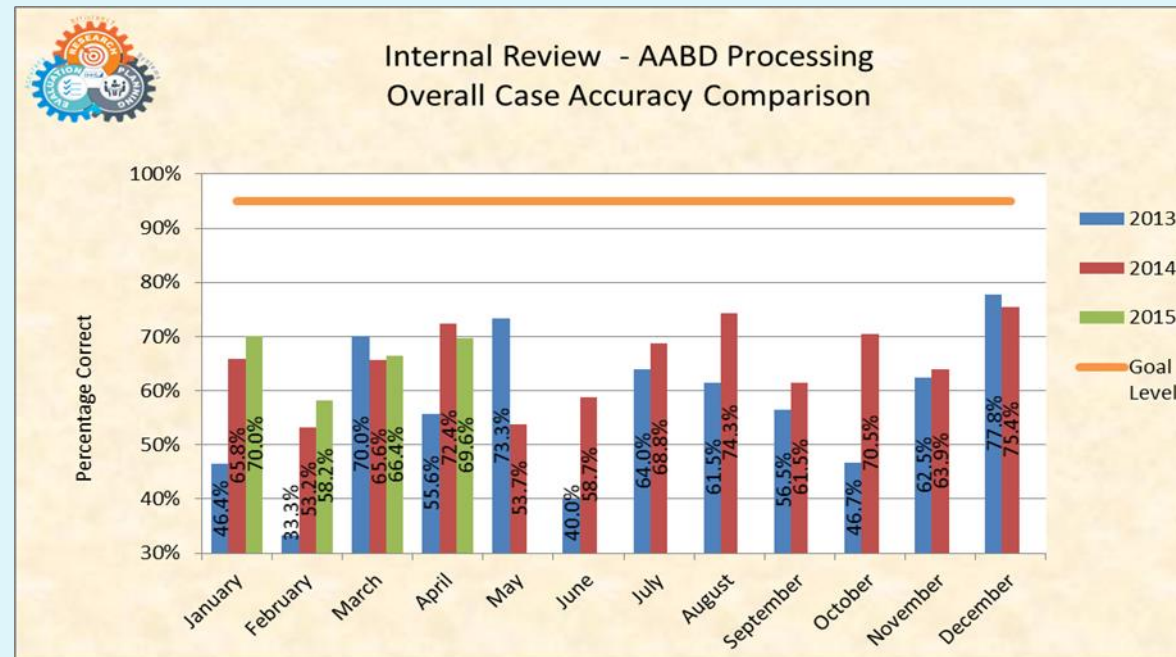
## Assistance to the Aged, Blind, or Disabled Payment: Processing

### Strengths/Accomplishments:

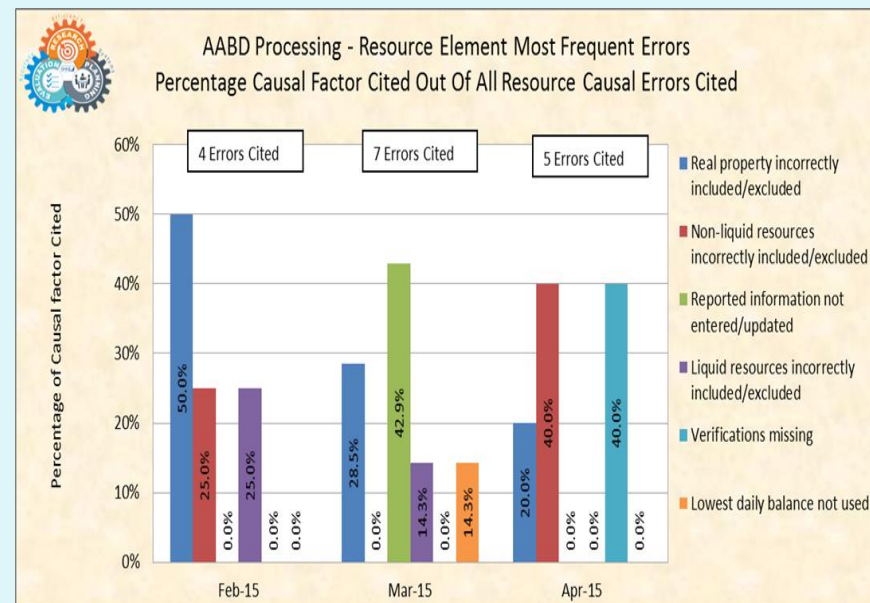
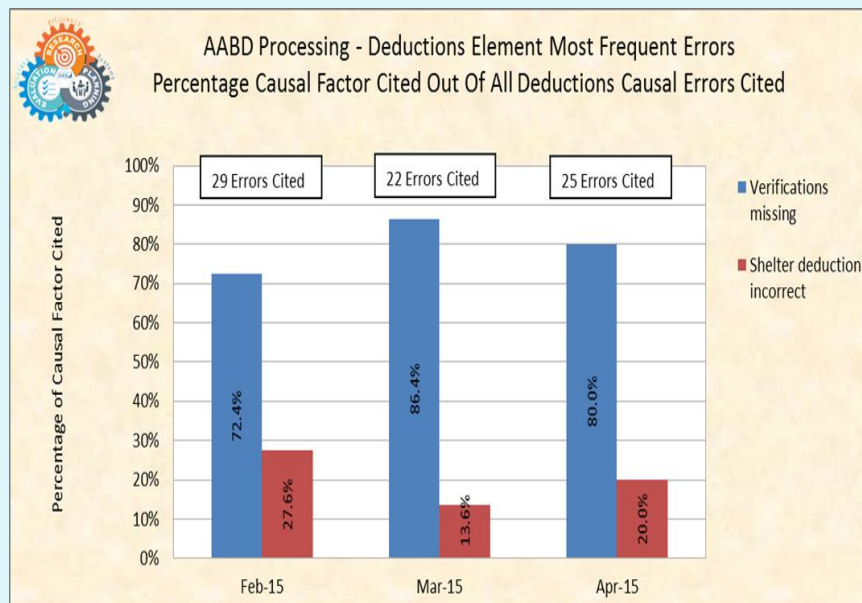
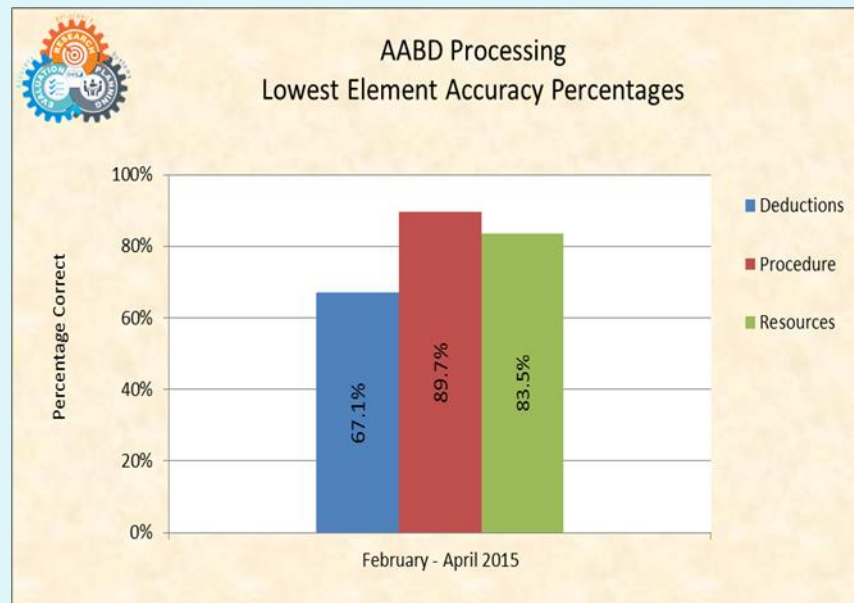
### Action Items:

### Barriers:

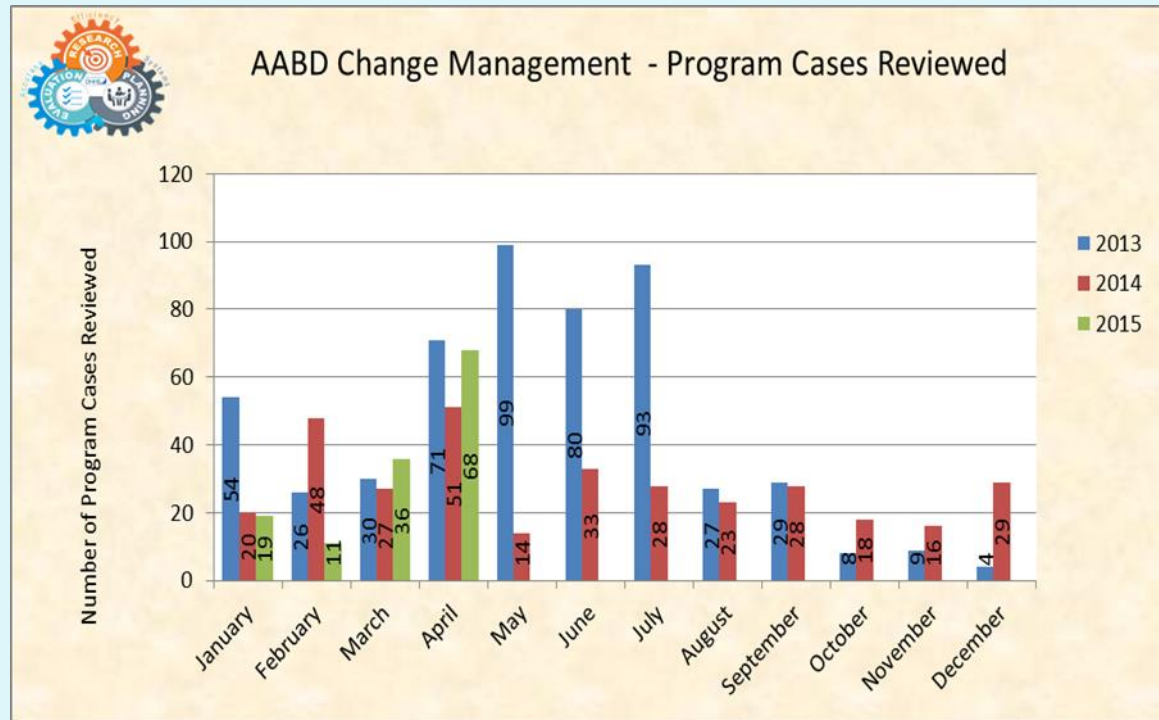
**Goal Statement:** The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



# Assistance to the Aged, Blind, or Disabled Payment: Processing



# Assistance to the Aged, Blind, or Disabled Payment: Change Management Program Case Reads



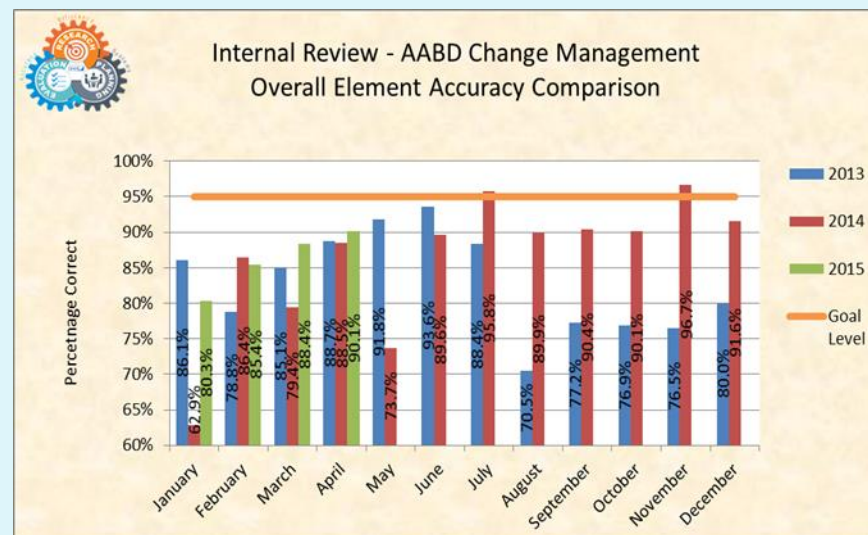
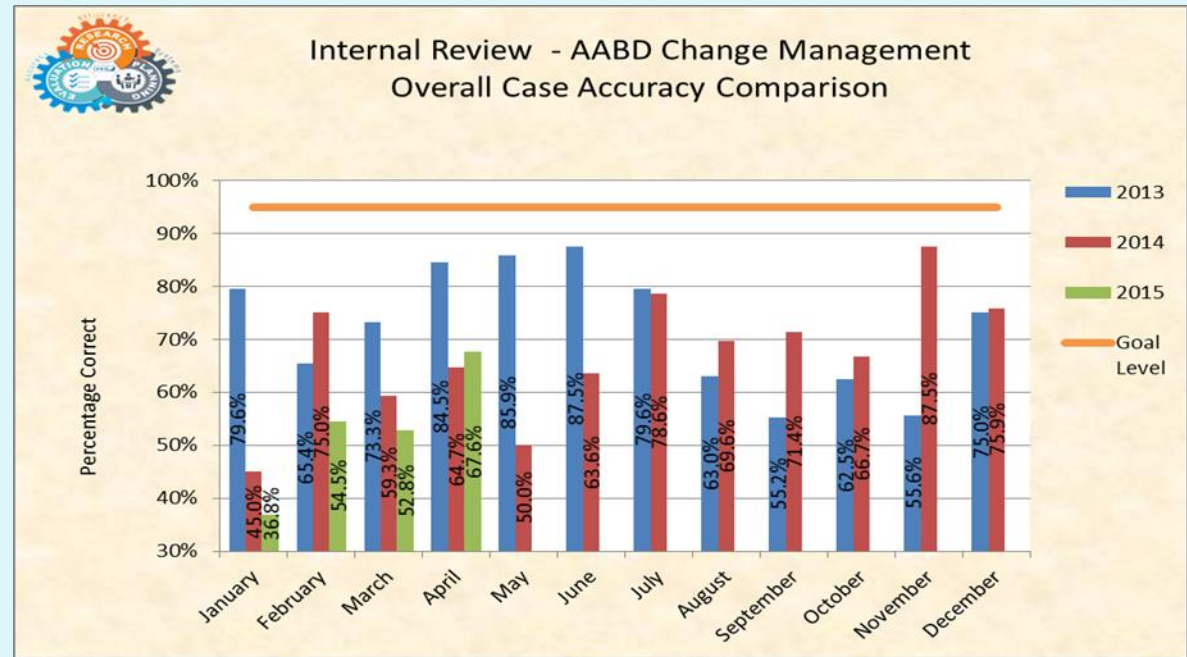
## Assistance to the Aged, Blind, or Disabled Payment: Change Management

### Strengths/Accomplishments:

### Action Items:

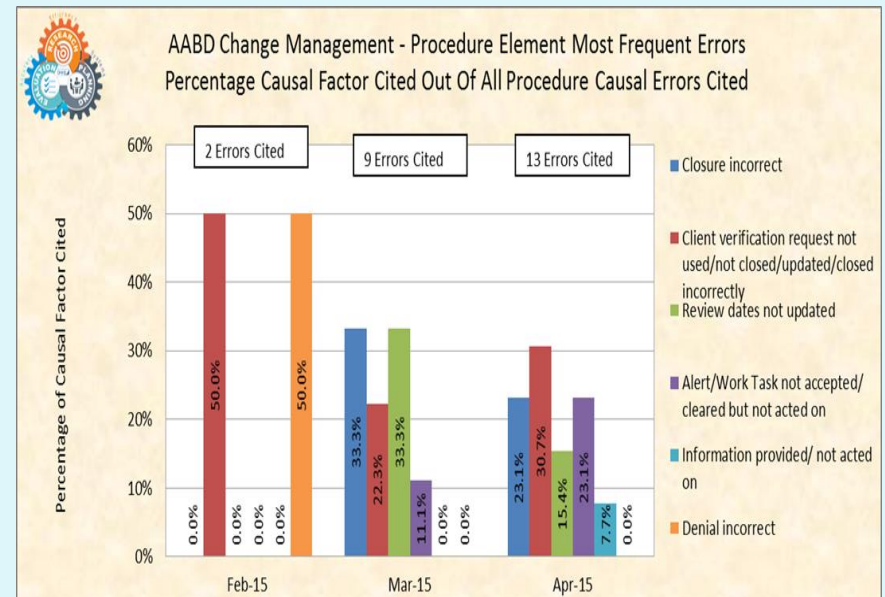
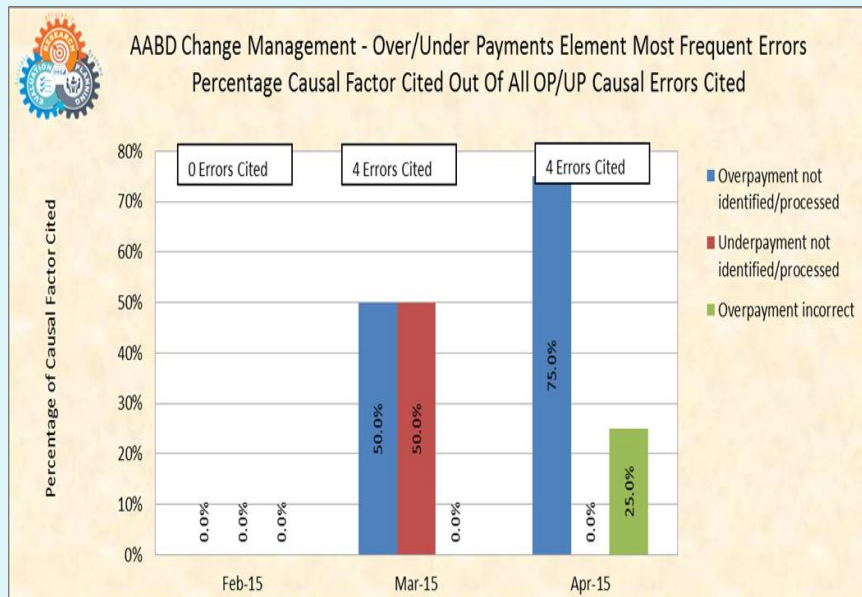
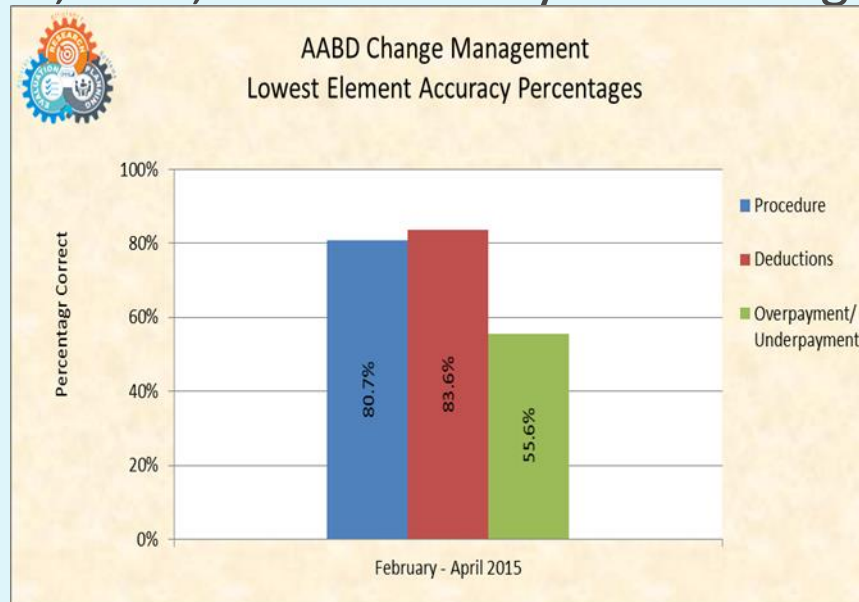
### Barriers:

**Goal Statement:** The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.

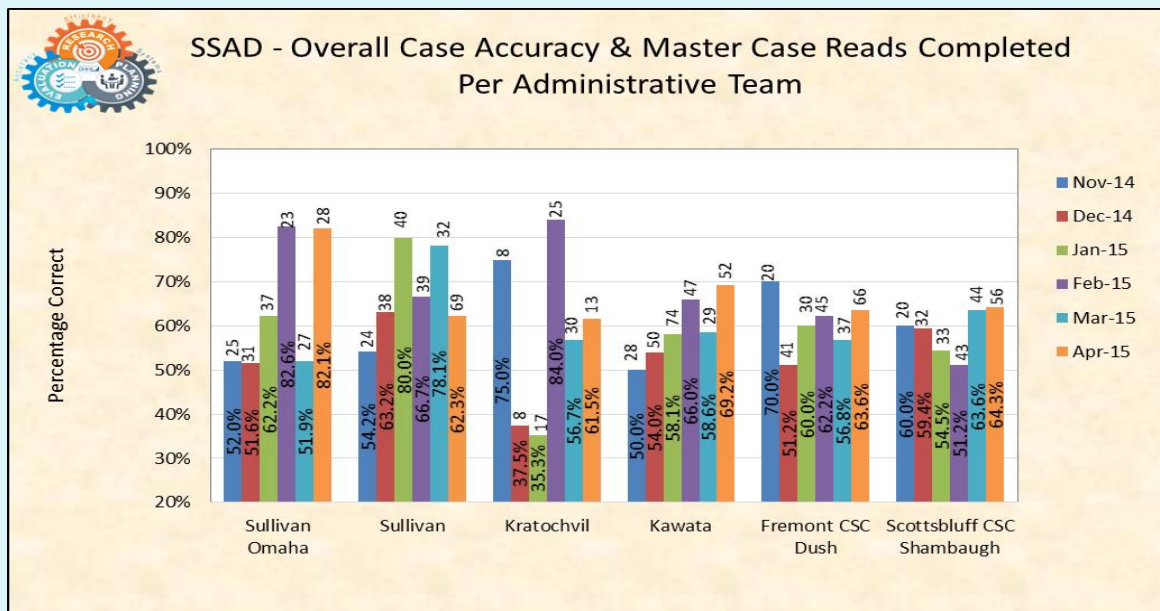
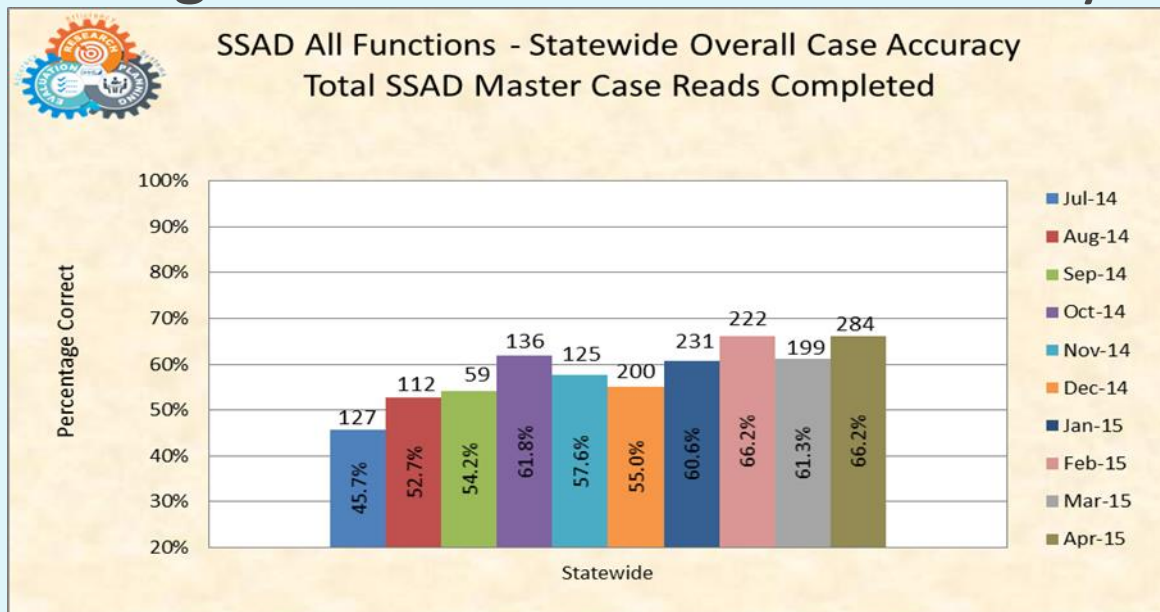




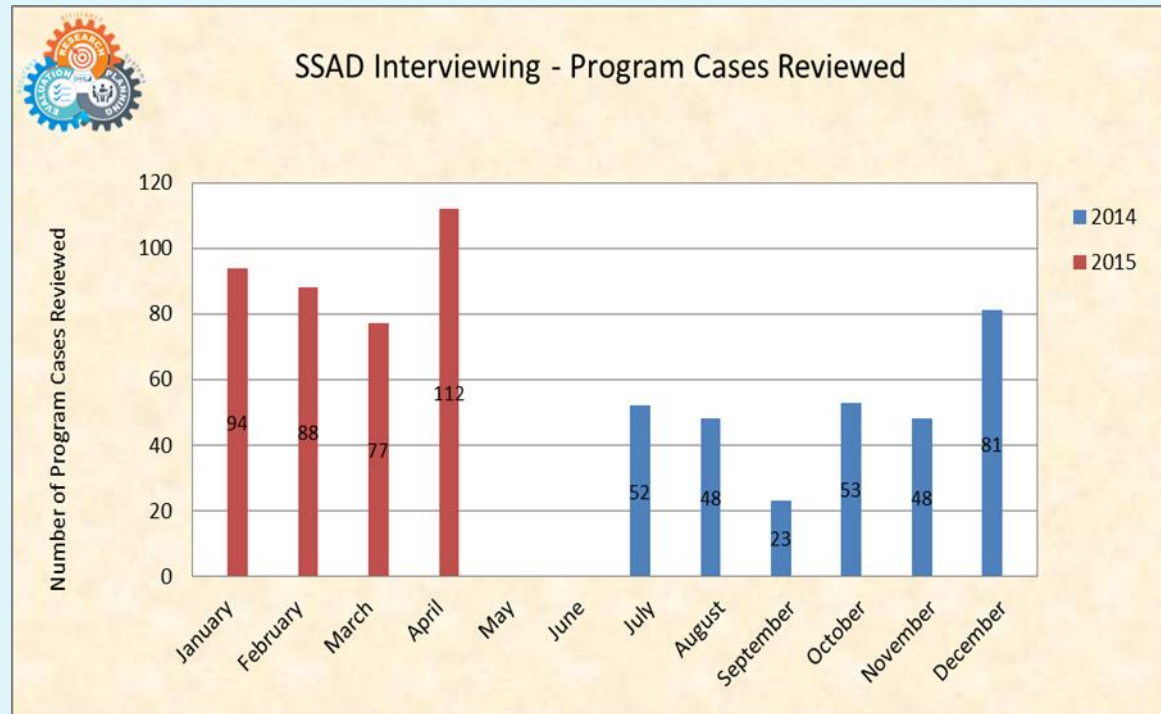
# Assistance to the Aged, Blind, or Disabled Payment: Change Management



# Social Services for Aged and Disabled Adults Accuracy



# Social Services for Aged and Disabled Adults Interviewing Program Case Reads



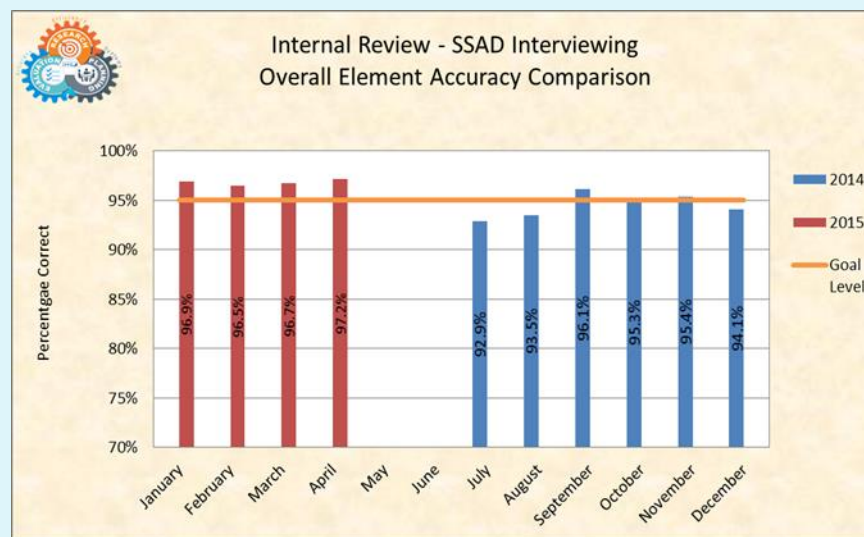
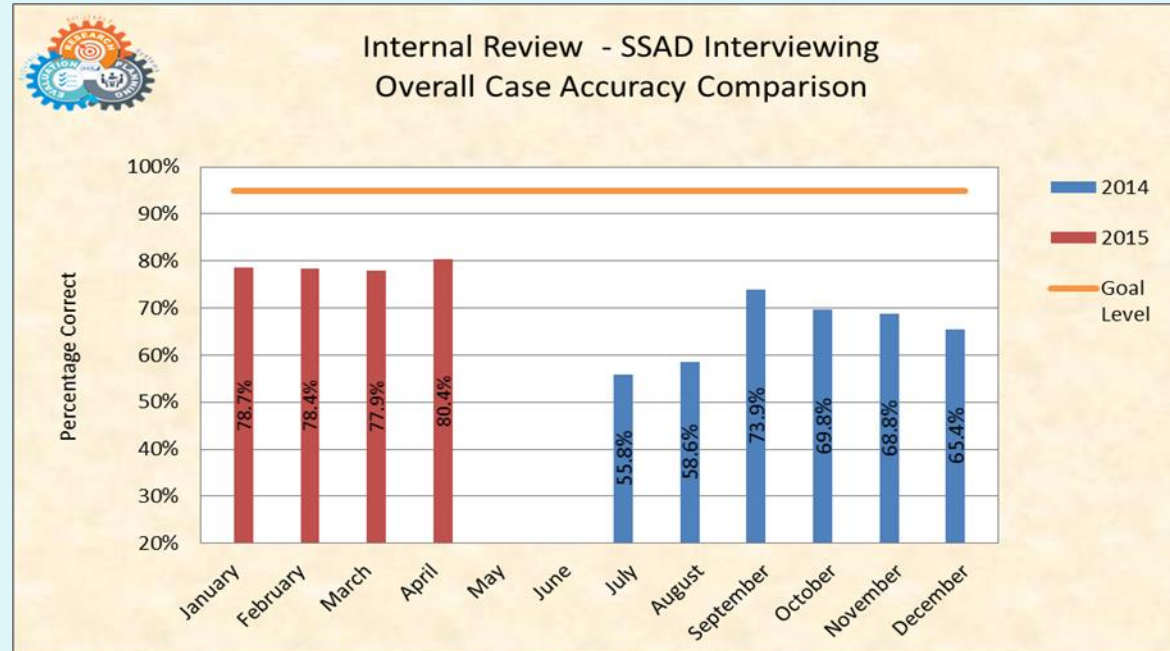
## Social Services for Aged and Disabled Adults: Interviewing

### Strengths/Accomplishments:

### Action Items:

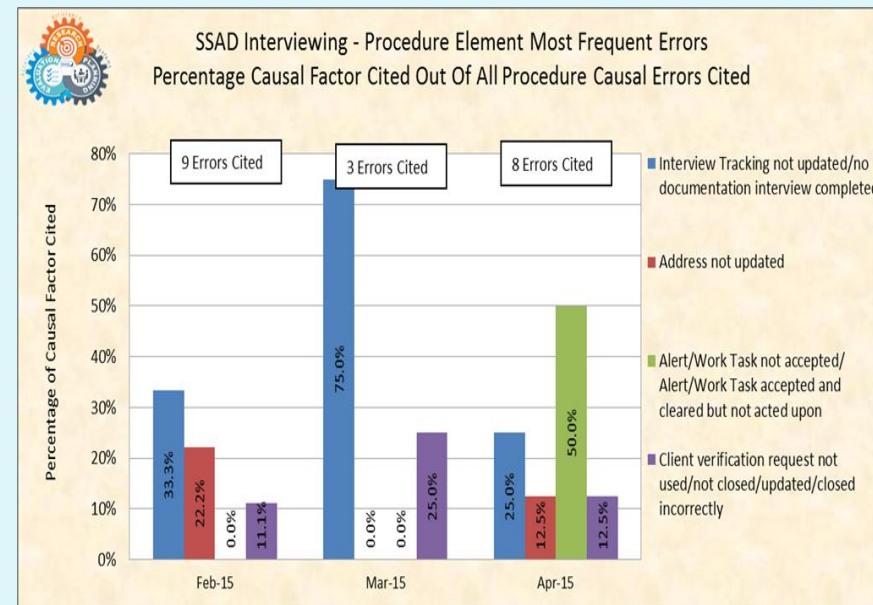
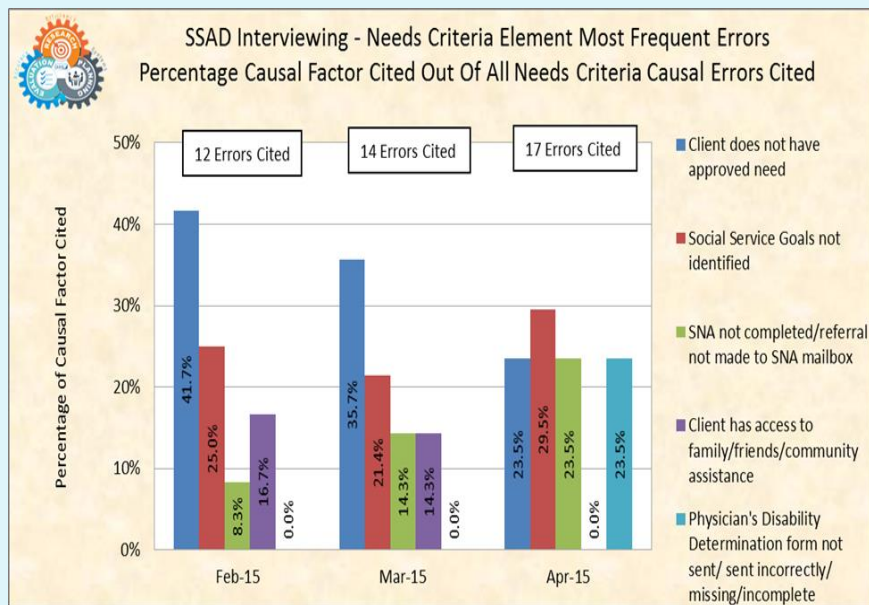
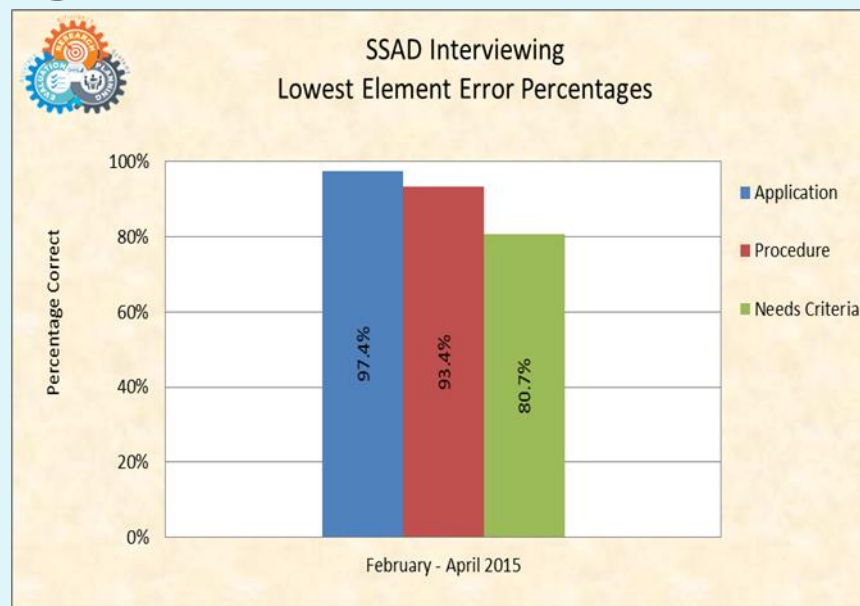
### Barriers:

**Goal Statement:** The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.

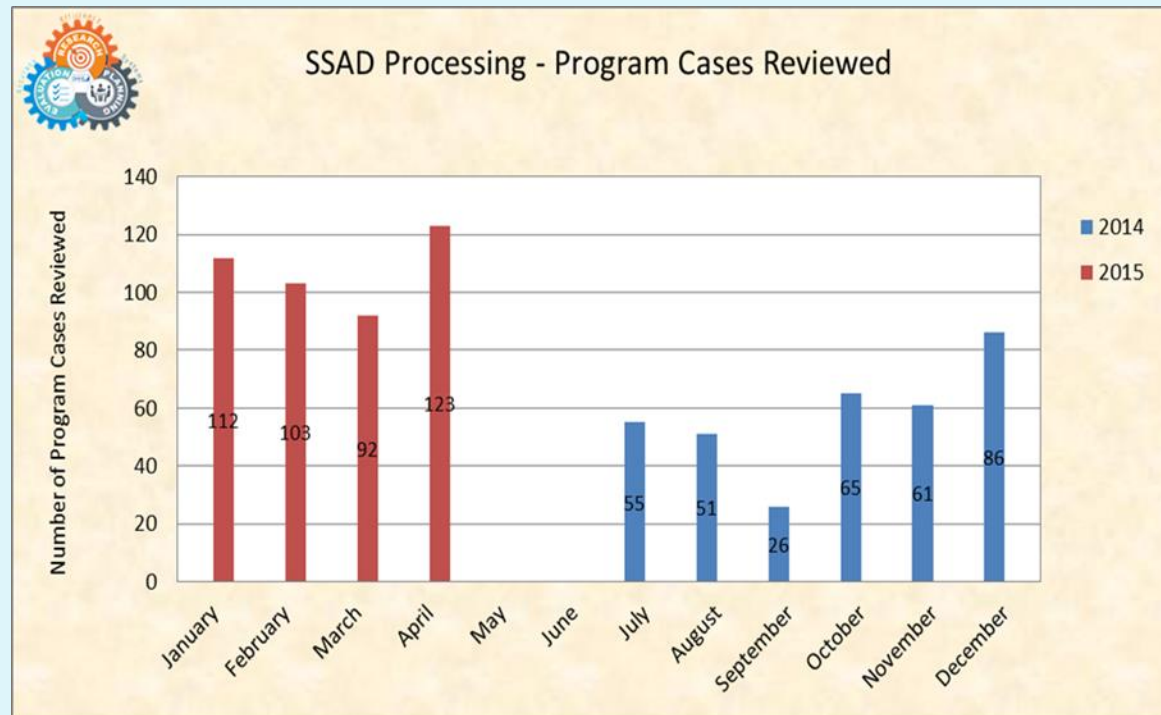




# Social Services for Aged and Disabled Adults: Interviewing



# Social Services for Aged and Disabled Adults Processing Program Case Reads



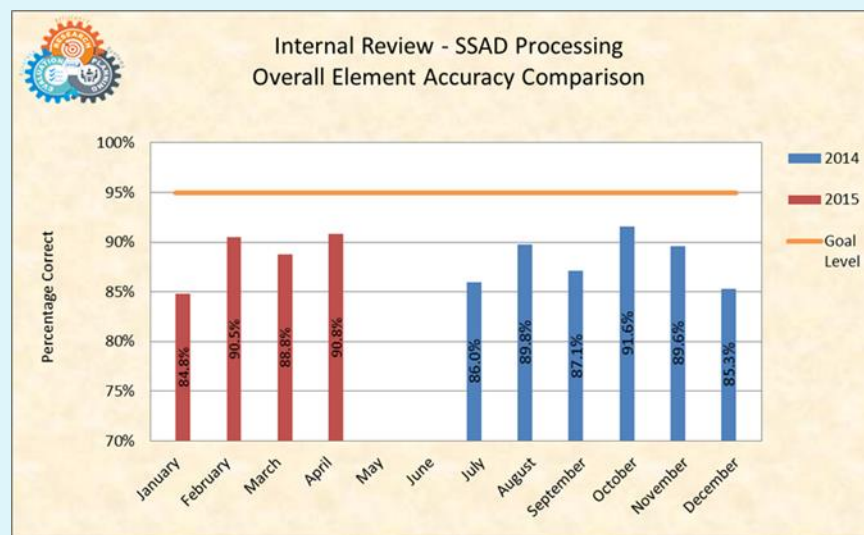
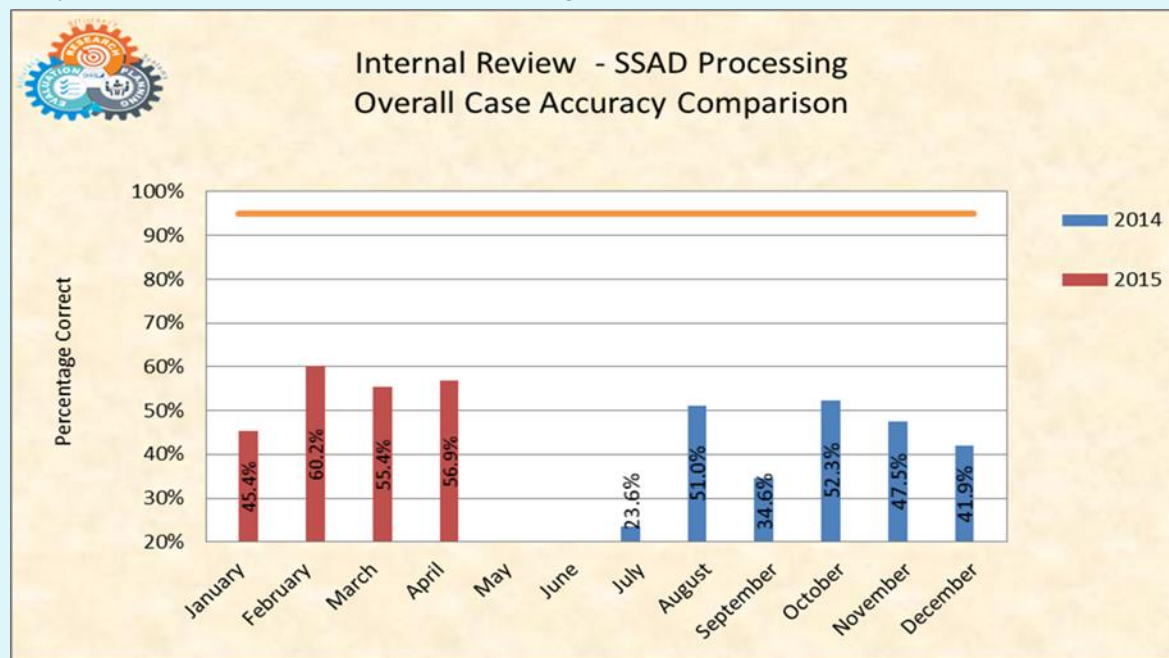
## Social Services for Aged and Disabled Adults: Processing

### Strengths/Accomplishments:

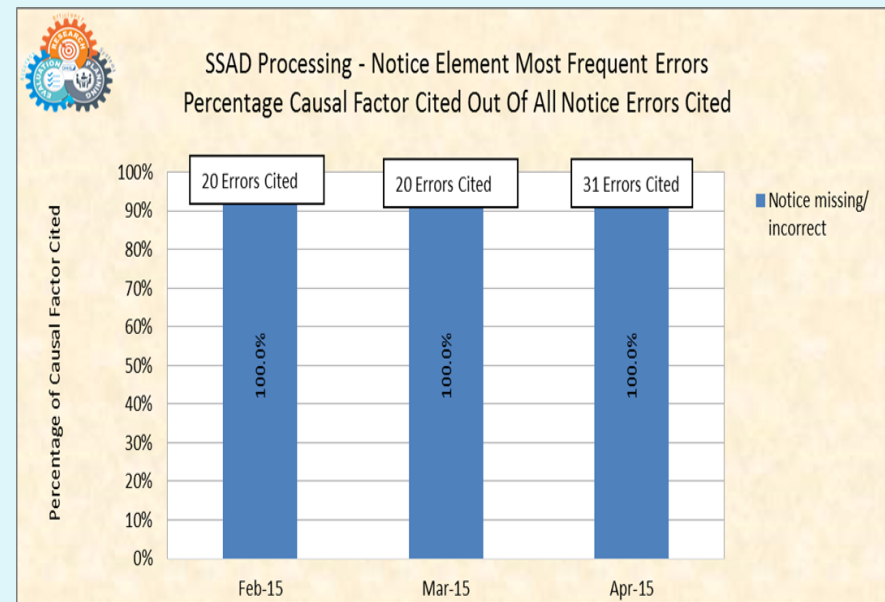
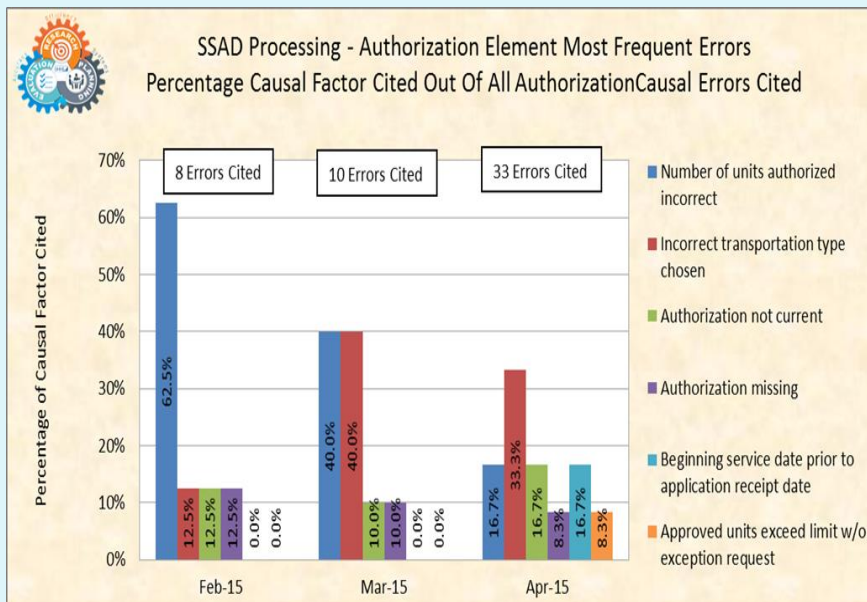
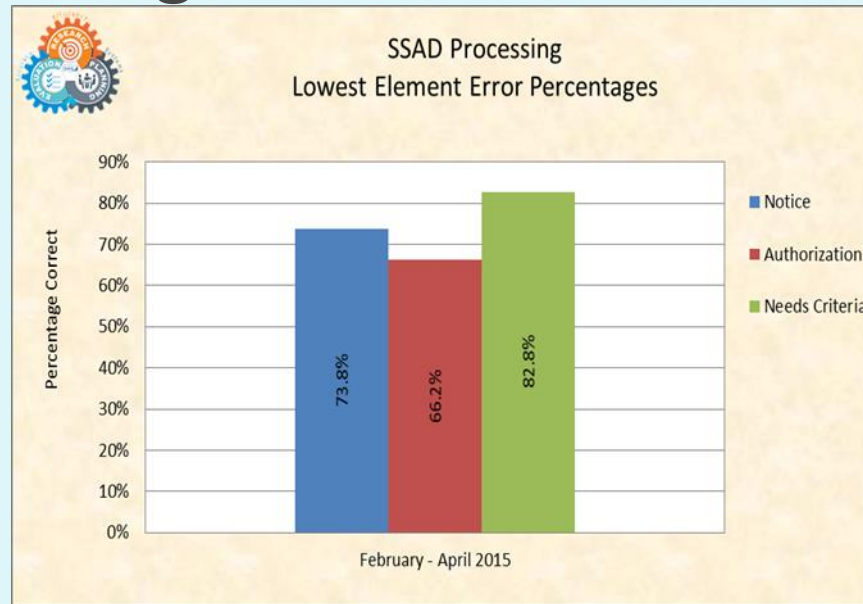
### Action Items:

### Barriers:

**Goal Statement:** The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.

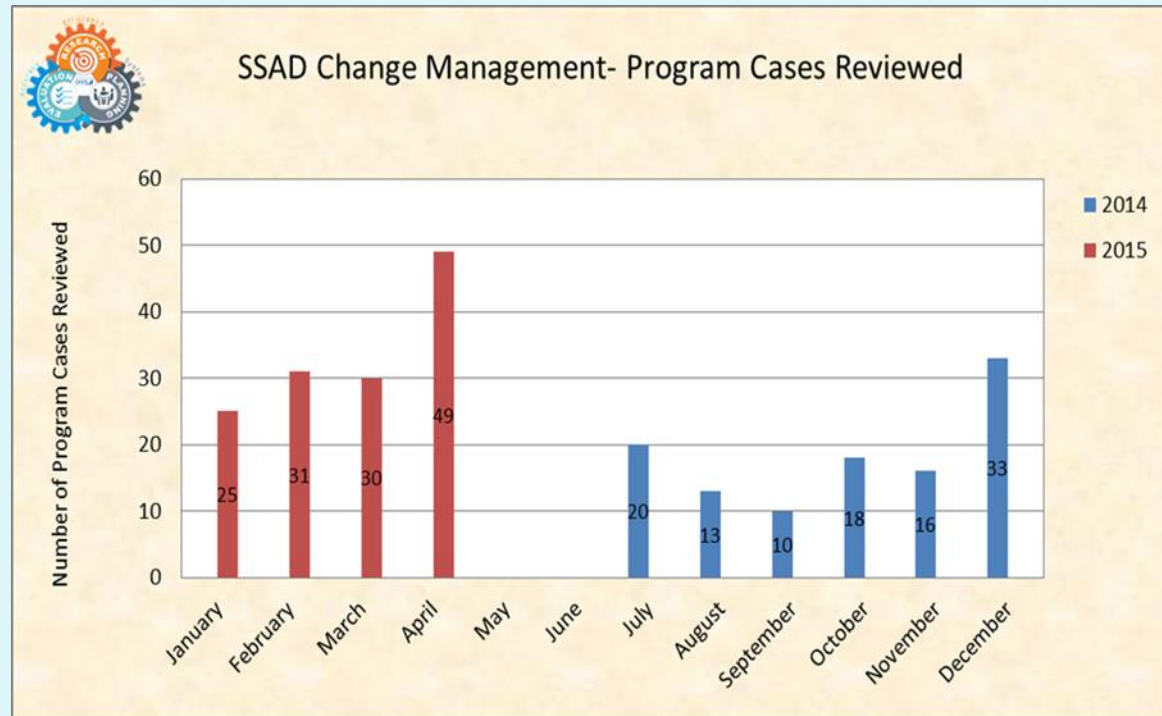


# Social Services for Aged and Disabled Adults: Processing





# Social Services for Aged and Disabled Adults: Change Management Case Reads



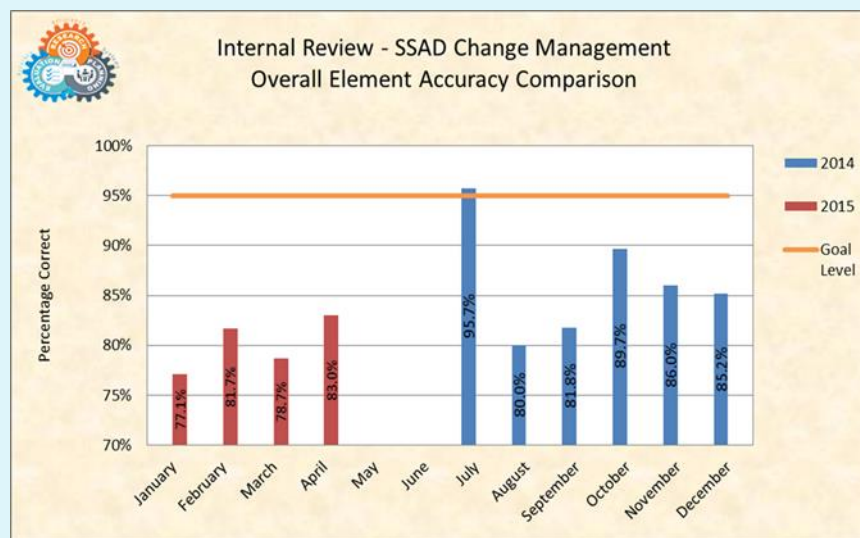
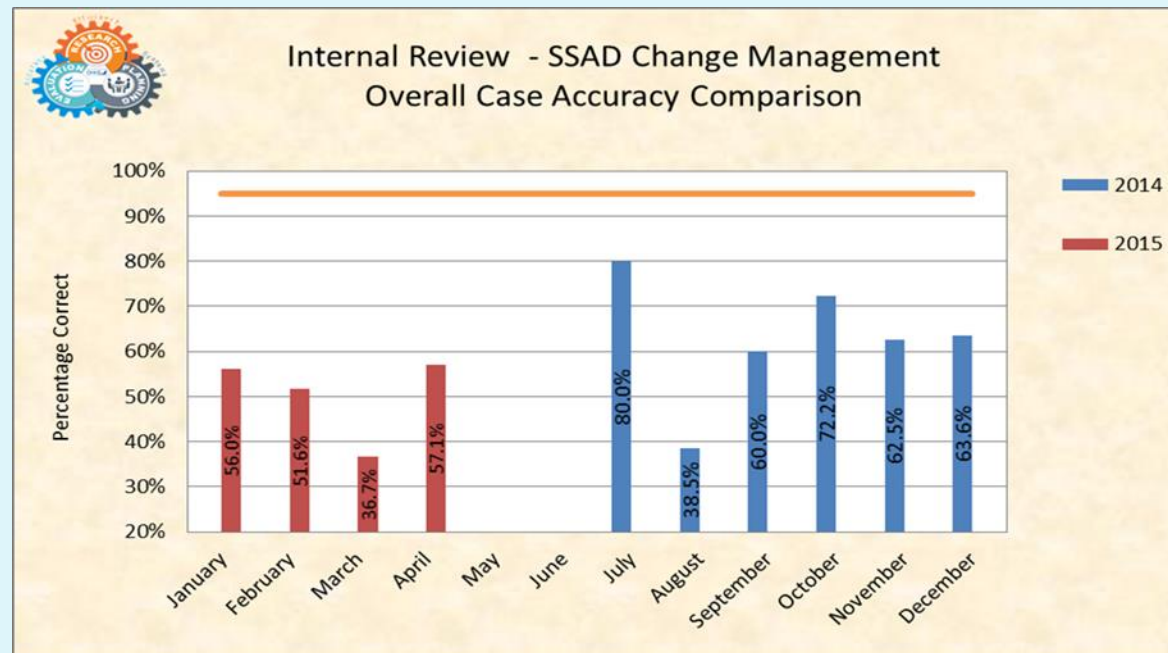
## Social Services for Aged and Disabled Adults: Change Management

### Strengths/Accomplishments:

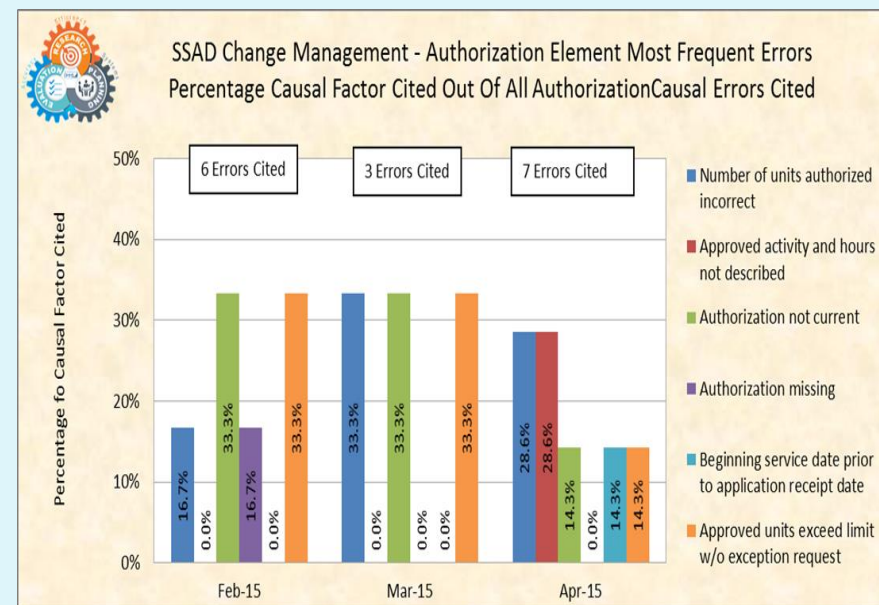
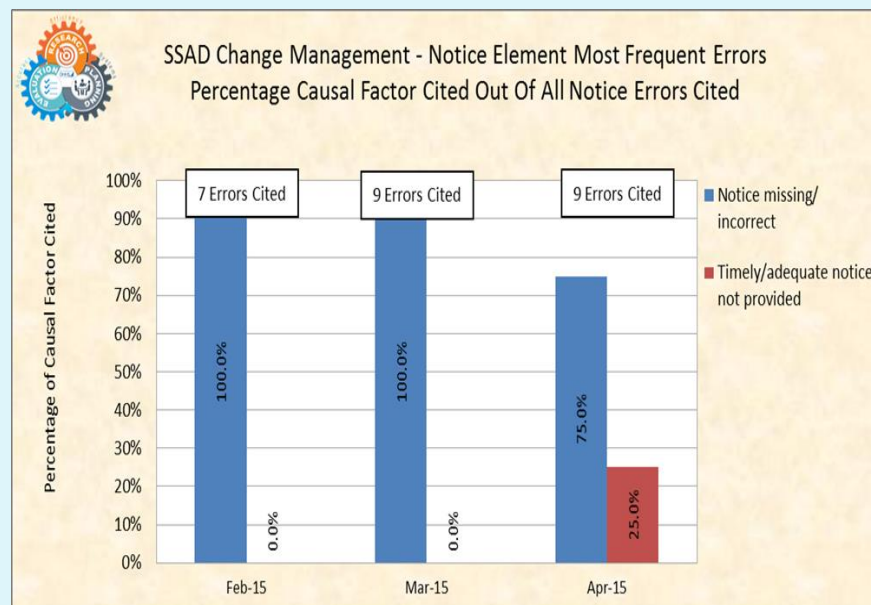
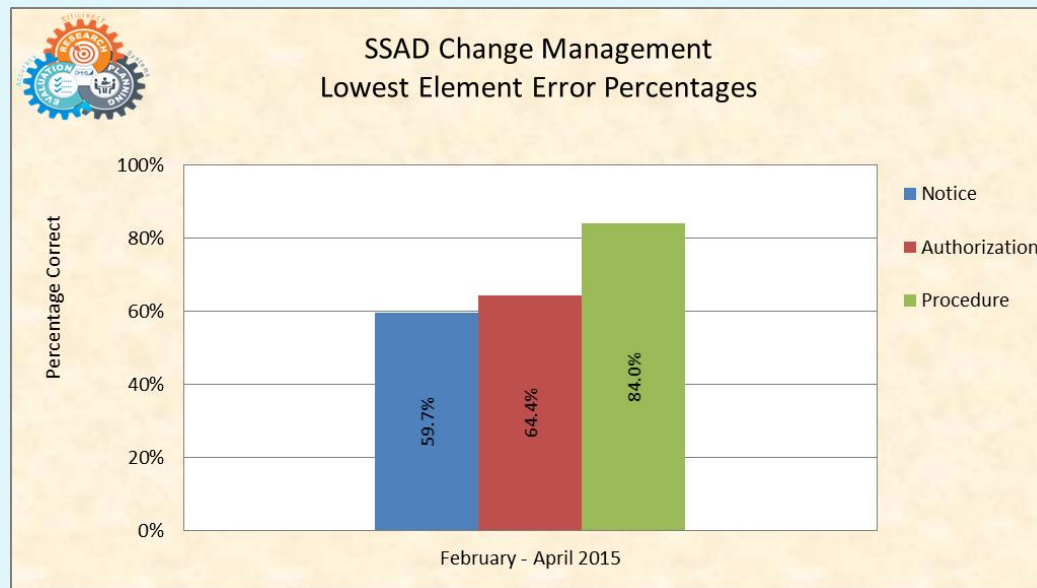
### Action Items:

### Barriers:

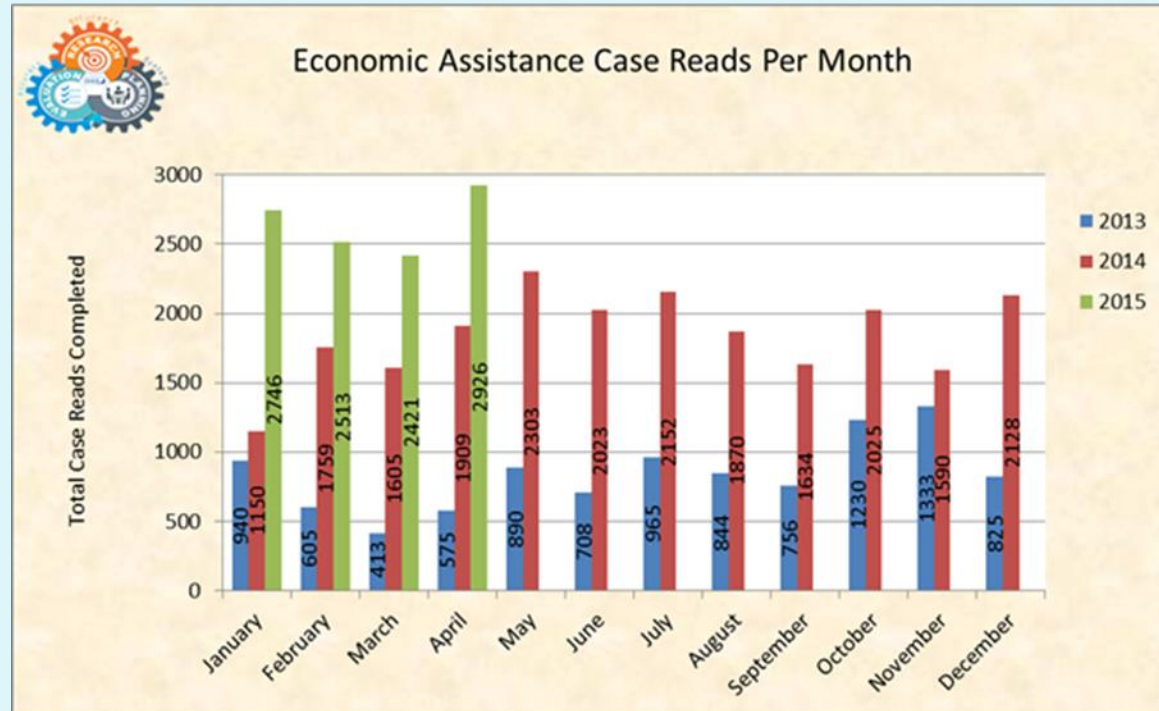
**Goal Statement:** The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.



# Social Services for Aged and Disabled Adults: Change Management



# Total Case Reviews Completed





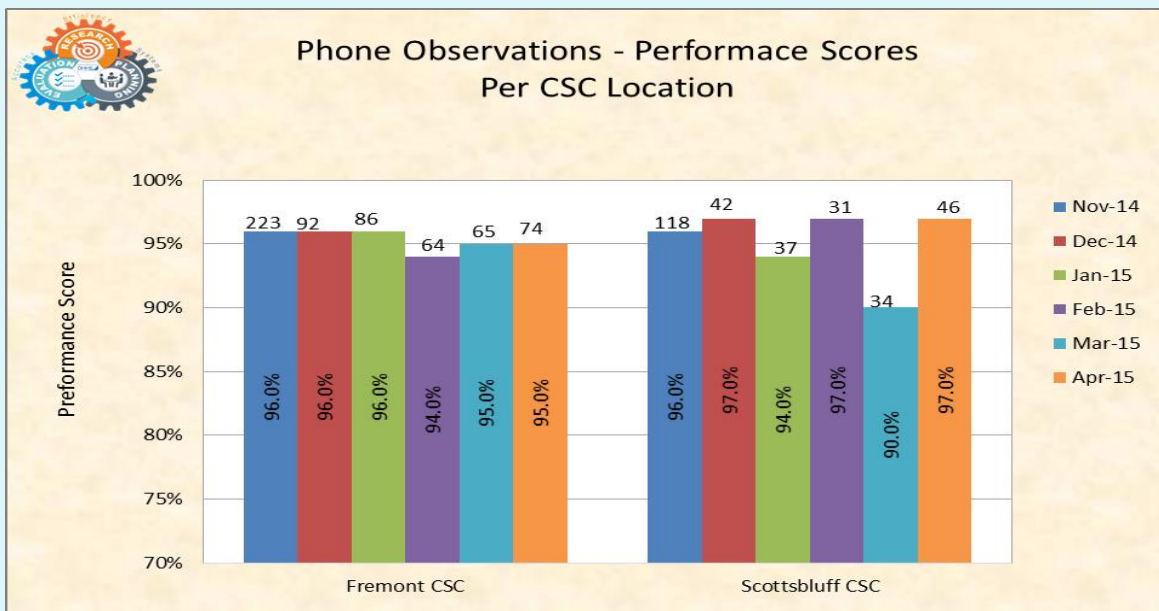
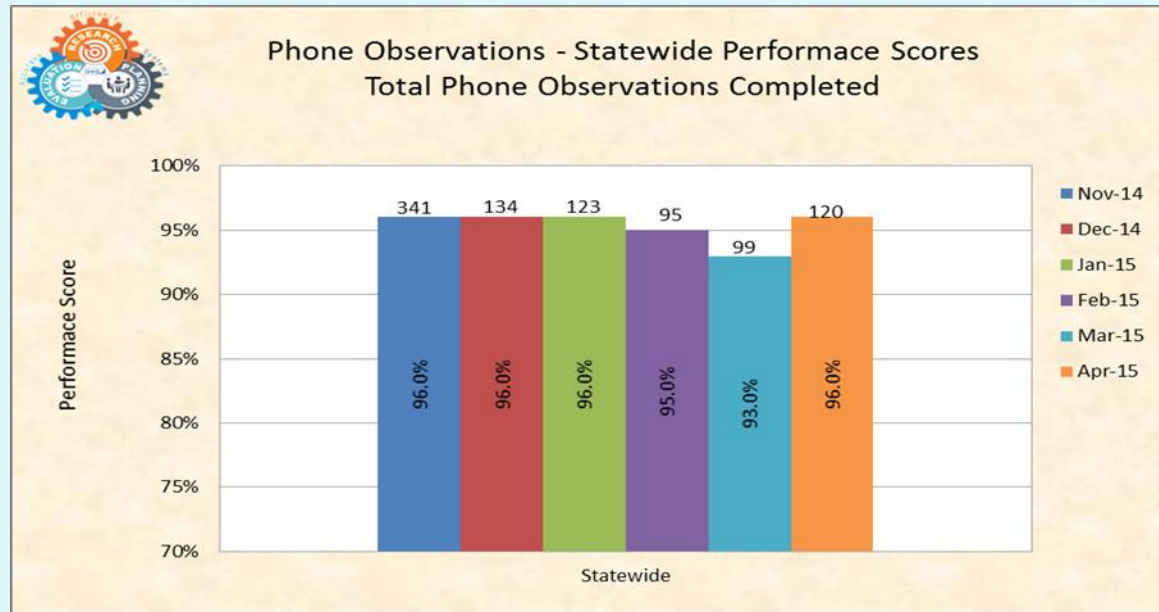
# CHAPTER 4: PHONE OBSERVATION

---

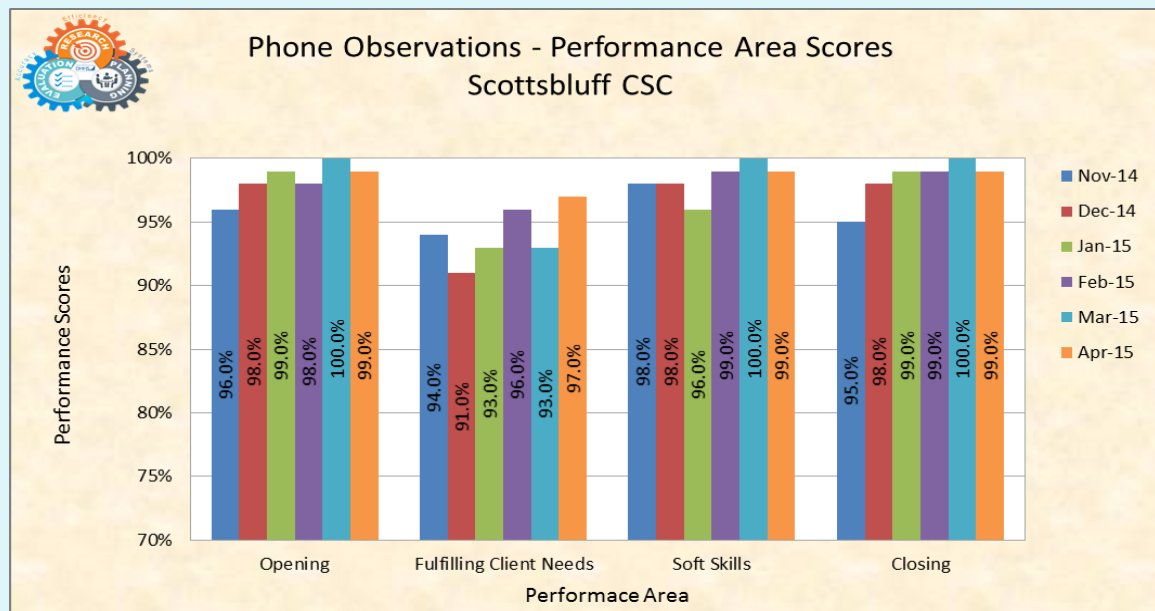
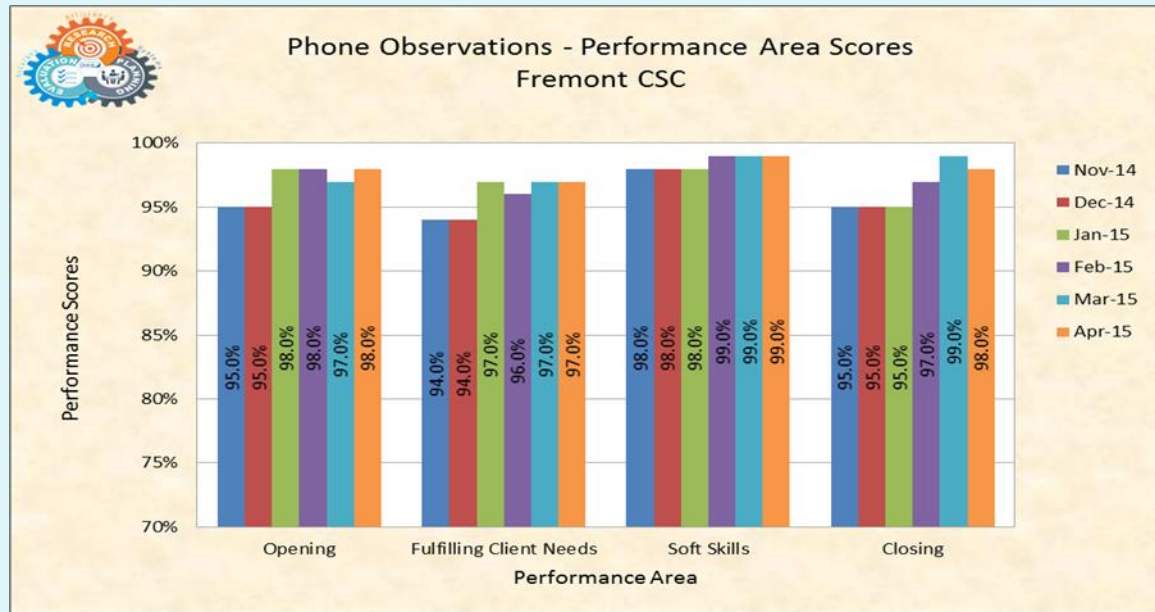
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive quality customer service.

Goal Statement: Continually review phone observations, then measure and report CFS processing performance.

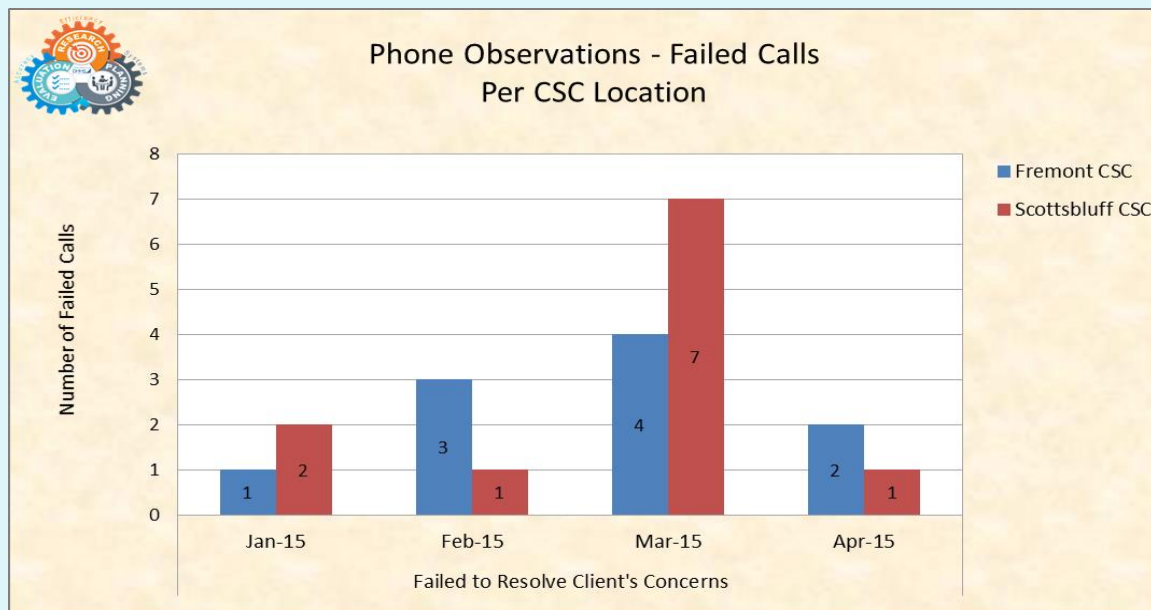
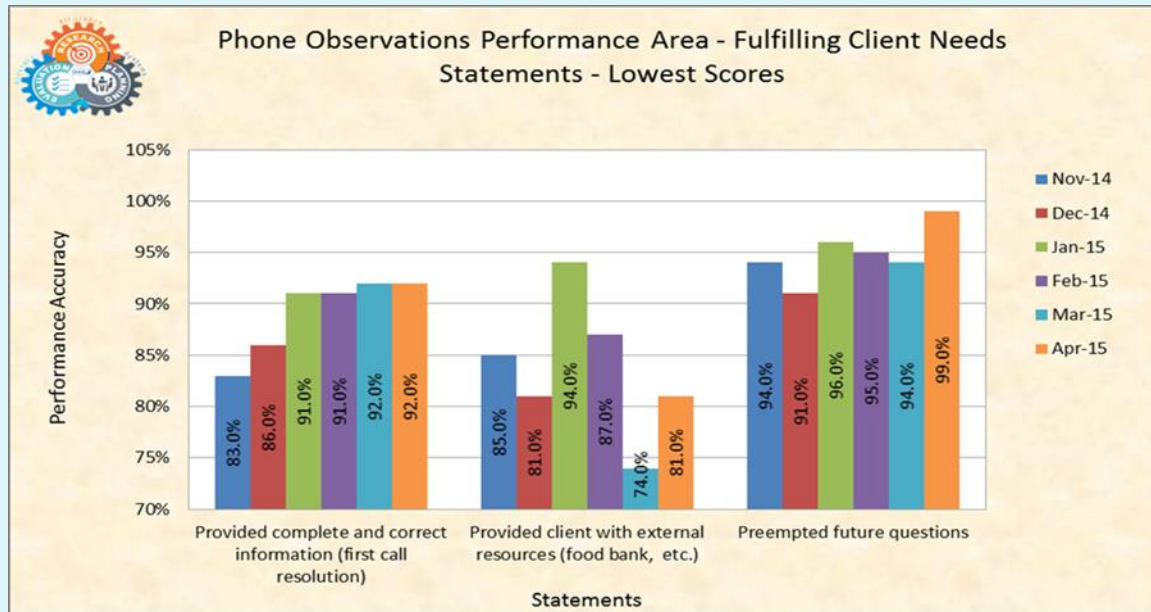
# Phone Observations



# Phone Observations



# Phone Observations





# CHAPTER 5: WORKFORCE STABILITY

---

Outcome Statement: Economic Assistance is well-qualified, trained, supervised and supported.

**Goal Statement:** Economic Assistance is well-qualified, trained, supervised and supported.

## SSW + SSW/T Vacancy Rate

### Strengths/Accomplishments:

### Action Items:

### Barriers:

	March 2015 as of 3/1/2015			April 2015 as of 4/1/2015			May 2015 as of 5/1/2015		
SSW + SSW/T									
Location	Vacant	Total	Vacancy	Vacant	Total	Vacancy	Vacant	Total	Vacancy
Central Service Area EA*	0	28	0.0%	0	28	0.0%	0	28	0.0%
Eastern Service Area EA*	1	45	2.2%	1	45	2.2%	1	45	2.2%
Northern Service Area EA*	1	23	4.3%	1	23	4.3%	0	23	0.0%
Southeast Service Area EA*	1	33	3.0%	0	33	0.0%	2	34	5.9%
Western Service Area EA*	1	20	5.0%	0	20	0.0%	0	20	0.0%
<i>Local Office Total</i>	4	149	2.7%	2	149	1.3%	3	150	2.0%
Fremont CSC	8	119	6.7%	8	119	6.7%	19	126	15.1%
Scottsbluff CSC	8	82	9.8%	8	82	9.8%	6	82	7.3%
<i>Customer Service Center Total</i>	16	201	8.0%	16	201	8.0%	25	208	12.0%
<b>Total</b>	<b>20</b>	<b>350</b>	<b>5.7%</b>	<b>18</b>	<b>350</b>	<b>5.1%</b>	<b>28</b>	<b>358</b>	<b>7.8%</b>

The above chart: Shows the percentage of vacancies throughout the service areas. These results are based on employees leaving DHHS, not leaving the state.